

University email - Outlook app for Android devices

The University of Aberdeen uses Microsoft Outlook for University email. This guide will show you how to set up the **Outlook app** on your Android device¹.



For more information about University email you can check out the [Toolkit Email](#) resource.



You **must** have an unlock password set up on your Android device to access your University email. If not, you may see additional security messages as you set up the app.

Download Outlook for Android

[Microsoft Outlook app](#) from the Play store.

2. Open the Outlook app.



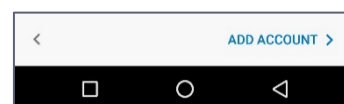
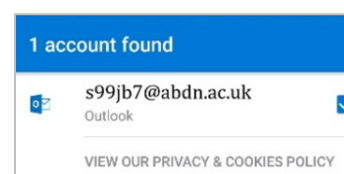
If you have never used this app before tap **Get Started** and follow instructions below.
If you *already* have accounts listed in the Outlook app: Click on the Cog (Settings) Tap **Add Email Account** and again choose **Add Email Account**.



If you have previously configured a mail app on your device to see Exchange and your University Office 365 email account, Outlook will locate the account. Follow steps 1-5 below to set up the app. If you have never configured an account on your device, proceed to page 2 and follow steps 1-9.

Already configured a mail app on your device to see your University email account?

2. Tap **Add Account**. The *Adding Account* message appears at the bottom of the screen.
3. Tap **Skip** if you do not intend to add another account
4. Swipe to read through any intro screens, or **Skip**
5. You'll see your **Inbox**



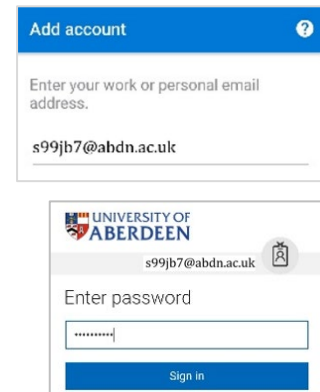
See pages 2-3 for instructions on how to use the app.

¹ The appearance of different versions of Android can vary so use these steps as a guide or consult the manufacturer's help for your particular device. The screenshots in this guide were captured on a OnePlus 8 running Android 11 and relate to app version 4.2127.3. In addition, Microsoft periodically updates the app, so screens and prompts may vary over time.

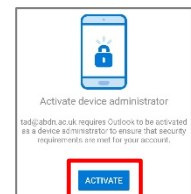
Never configured a mail app on your device to see your University email account?

If you have never configured your Android Mail app to see Exchange before:

1. Enter your University userid followed by @abdn.ac.uk, e.g. **s99jb7@abdn.ac.uk** (where s99jb7 is *your* userid)
2. Tap **Continue**
3. Type your University password
4. Tap **Sign In**

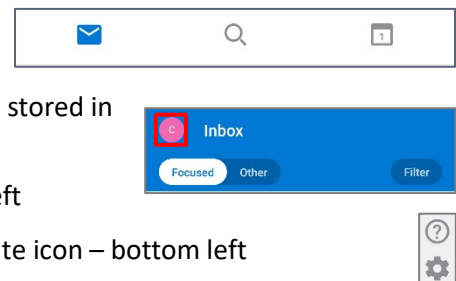


5. You will see the prompt for Multi Factor Authentication (MFA). You will be asked to **authenticate** using whatever method you have set up, e.g. Approve the sign in request or respond to a text or call.
6. Click **Activate** to set Outlook as a device administrator
7. Read through the Outlook Device Policy screen and click **Activate this device administrator** to accept the policy. Your account is added to Outlook
8. Tap **Skip** to continue to the Outlook welcome screen
9. Swipe to read through any intro screens, or **Skip**
10. You'll see your inbox



Using Outlook for Android

- Switch between Mail or Calendar by tapping the icons at the bottom the app as appropriate
- Use the Search icon to look for emails, contacts, events or files stored in OneDrive for Business
- To view other mail **Folders**, in Mail view, tap the menu – top left
- To access **Settings** and **Help**, tap the menu, then the appropriate icon – bottom left

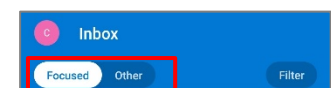


Focused Inbox

The Outlook app sorts your incoming messages into a Focused inbox (for more important messages) and an Other inbox (for messages considered less important). It does this by taking a variety of factors into account, e.g. whether you regularly interact with the sender of a message, or whether the message is part of a bulk emailing.

To switch between inboxes:

- In Mail view, tap the heading at the top of the message list

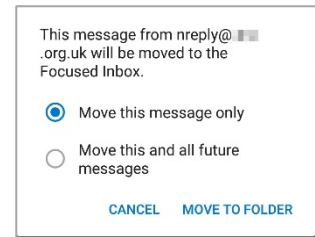


To move a message between inboxes

- Open the message
- Tap the overflow menu icon (top right corner)



-
- Tap **Move to Focused** inbox/ **Move to Other inbox**
 - Choose whether to move the individual message, or all future messages from that sender
 - Tap **Move to Folder**



To disable Focused inbox

- In Mail view, tap the menu (top left)
- Tap the **Settings** icon (cog- bottom left)
- Scroll down to the Email section and tap the slider for Focused Inbox
- Return to the Mail view. All messages now appear in the same list



Further information and help

Use MyIT to report an issue with the IT Service Desk: <https://myit.abdn.ac.uk>