How to Sync Your UGAMail Account to Your Phone (Android)

Step-by-Step Guide

Note: Android mail apps may look different across different devices, and these directions may not exactly match the options you see. Use these steps as a guide or consult the manufacturer’s help for your particular device.

Android Mail App (Gmail or Samsung Email apps)
For default Mail apps, use Exchange as the account type and use the MyID@uga.edu address for your username, not your email alias. If it asks for a Domain, use the same address as your username, and for the Server, use “outlook.office365.com.”

Gmail App
Before you begin, update the Gmail app to the latest version:

- Open the Google Play Store app on your phone or tablet; then,
- Type “Gmail” into the search bar and then select Update. (If the option is not available, you’re already on the latest version.)

1. Open the Gmail app. Tap the menu icon in the upper left corner > Settings > Add Account > Exchange and Office 365.
   a. Important: Do NOT choose “Outlook, Hotmail, and Live” unless you want to sync email only and not calendar/contacts.

2. Enter your full email address and tap Next. Enter your password and tap Next.

3. Follow steps for your account type:
   a. com users: skip this step
   b. Exchange or other accounts: you may have to contact your IT admin or email provider for server settings and set up your account manually
   c. Office 365 work or school: you may see a Redirect request screen. Tap OK. On the Incoming server settings screen, change your server to office365.com.

Request Support

EITS Help Desk
706-542-3106
helpdesk@uga.edu
Chat with a Help Desk Consultant

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4. Follow any prompts you may get for security or device permissions, sync, settings and more. If you have an Office 365 work or school account, you may also be asked to confirm Remote security administration and approve additional security measures. In this case, choose OK or Activate.

5. Go to the inbox you just set up. If you see an email that says “Action Required to Sync Email,” open it and tap Use another Mail app instead. If you don’t see this message and emails are syncing, skip this step.

6. Pull down the Android notification bar by swiping down from the top of your screen. If you see a notification that reads “Unable to sync calendar and contacts,” tap it. Then tap Allow to give access and you’re done!
Note: If you don’t see a sync error, verify your calendar and contacts are syncing.

**Samsung Email App**

1. Open the Samsung Email app and tap **Add Account** if it’s your first time. Or, go to **Settings** in the app > **Add Account**.

2. Enter your email address and password. Tap **Sign In**.
   a. Note: If the email app detects your provider, you may be redirected to a different sign in screen.

3. If you’re prompted to select account type, choose **Microsoft Exchange ActiveSync** to sync contacts and calendars.

4. Tap Yes or OK to confirm settings and permissions. What you see may vary depending on what kind of account you’re setting up.
5. If you've turned on two-step authentication, you'll verify your identity with your chosen method.

6. Syncing mail, calendar, contacts and tasks may take a few minutes.

If you see an email that says “Action Required to Sync,” open it and tap **Use another Mail app instead**. If you don’t see this message, skip this step.

**Outlook for Android**

1. Install the **Outlook for Android** app from the Google Play Store and then open it. Tap **Get Started** if this is your first time. Otherwise, to add another email account, open the **Menu > Settings > Add Account > Add Email Account**, then skip to Step 4.

2. Outlook may detect your Google accounts. To add them to Outlook for Android, tap **Google Connect Account** and then tap **OK** to confirm. Tap **Allow** to give Outlook access to your Contacts. If you don’t want to add these accounts, tap **Skip** and then go to Step 4.

3. Select the accounts you’d like to add and tap **Add Account**. You may be asked to sign in, Tap **Allow** to confirm offline access and any other prompts. To add another email account, tap **Continue** and go to Step 4, otherwise tap **Skip**.
4. Enter your full email address, then tap **Continue**.
   a. **Note:** If you're asked to choose your provider, you’ll have to set up your Exchange manually.

5. Enter your email account and password and tap **Sign In** or **Next**.
   a. **Note:** The sign in screen may look different for you depending on your email provider.

6. If multi-factor authentication is enabled, verify your identity.

**Related articles**
- How to export or backup your email and contacts?
- How to Forward emails from your UGAMail account
- How To Turn Off the UGAMail Junk E-Mail Filter
- How to Change Default Calendar Access Rights
- UGAMail not working with Mac Mail