



This guide will help you fix errors in the setup of an email account on an Android device.

Launch your mail application

1. Start by selecting the mail icon from your applications screen.



Open Menu

*2. You need to access your **Incoming & Outgoing Server settings**.*

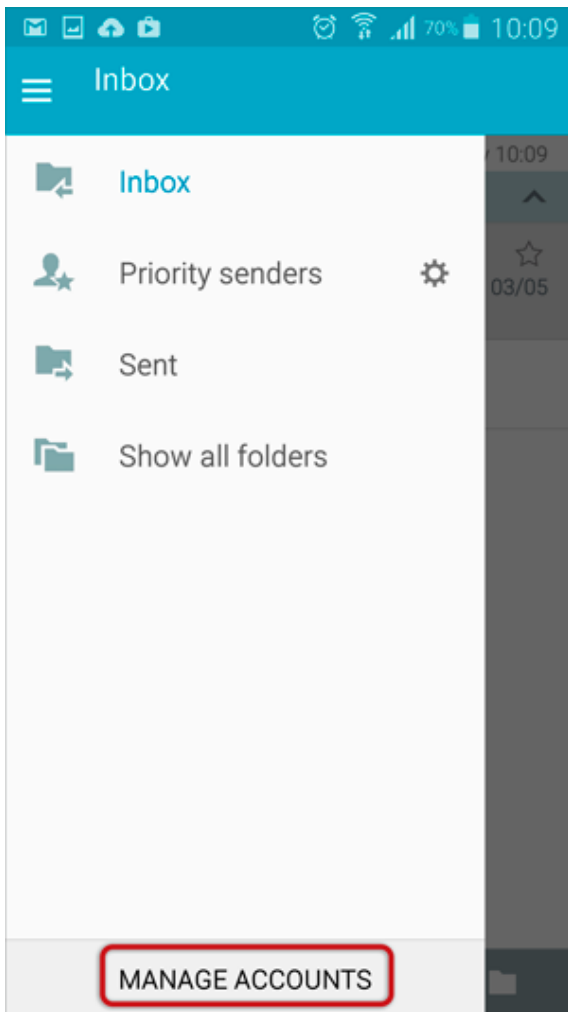
Depending on your device either:

*a. Select the Menu button and then select **More > Account Settings***

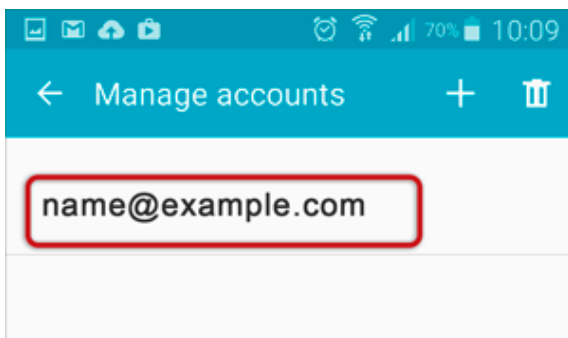
Choose the relevant account – proceed to step 5

OR

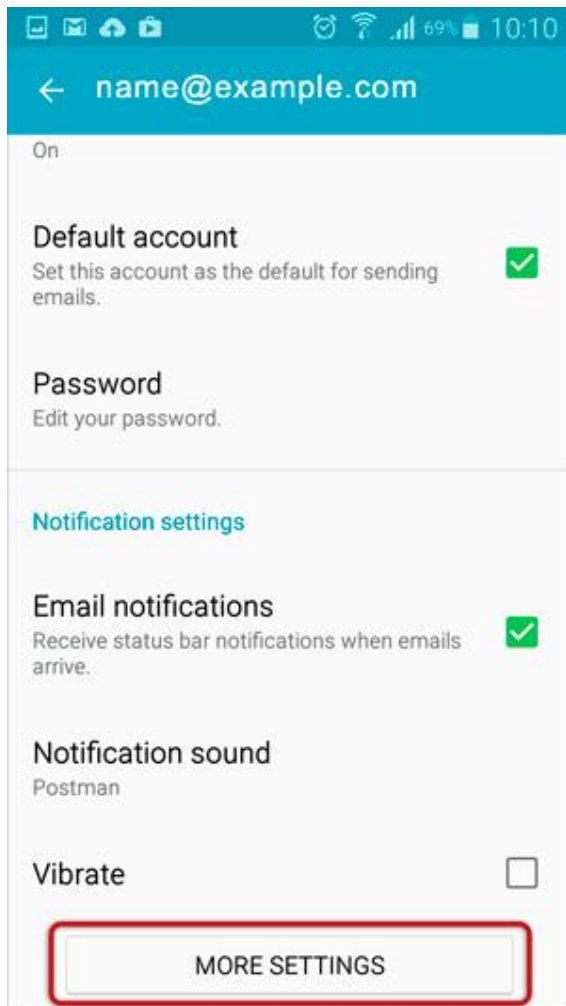
*b. From your Inbox, select **Manage Accounts***



3. Select the relevant account

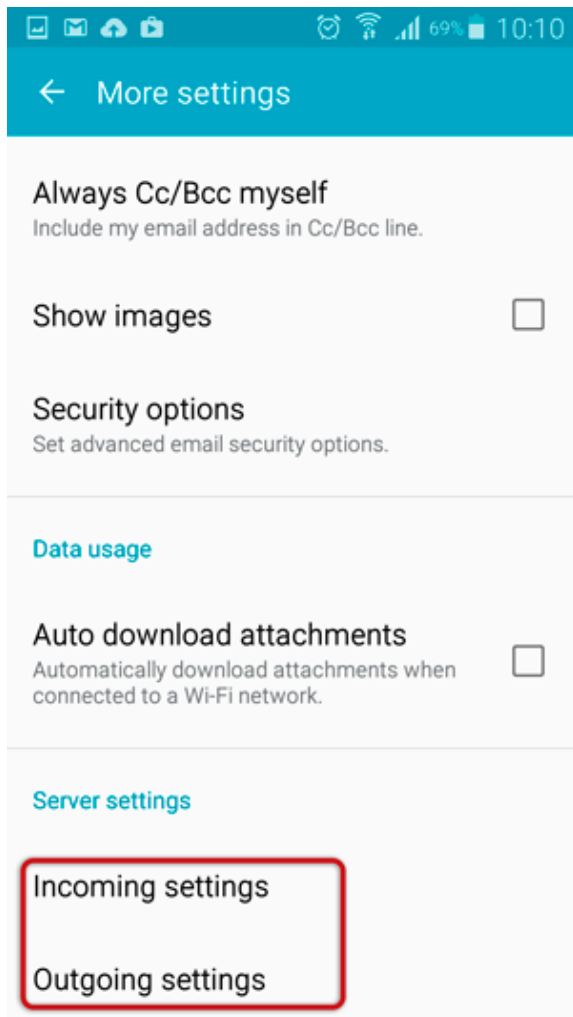


4. Click **More Settings**



Select Incoming Settings

5. Scroll down to the bottom of the page, and select **Incoming Settings**



Confirm Incoming server settings

6. Ensure that your incoming server details are specified correctly

- **User Name** is the full email address
- The **POP or IMAP server** starts with **mail**.
- The **Password** is correct
- **Security type** is *None*
- **Port** is 143

then select **Next**

← Incoming server settings

Email address
name@example.com

Username
name@example.com

Password
.....

Show password

IMAP server
mail.example.com

Security type
None ▾

Port
143

IMAP path prefix
Optional

NEXT ➔

Confirm Outgoing server settings

7. Ensure that your outgoing server settings are correct

- **SMTP server** starts with **smtp**.
- **Security type** is *None*
- **Port** is *587*
- **User Name** is the full email address
- The **Password** is correct

and then select **Done** to save the account settings:

The screenshot shows the 'Outgoing settings' screen for an email account. The status bar at the top indicates 69% battery and 10:10. The settings are as follows:

Field	Value
SMTP server	smtp.example.com
Security type	None
Port	587
Require sign-in	<input checked="" type="checkbox"/>
User name	name@example.com
Password

A 'DONE' button is located at the bottom of the screen.

Setup Completed

Your account should now be setup successfully.