

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

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|---|-------------------|
| ← name@exam   | nple.com          |
| On  |                   |
| Default account<br>Set this account as the def<br>emails.     | ault for sending  |
| Password<br>Edit your password.                               |                   |
| Notification settings   |                   |
| Email notifications<br>Receive status bar notifica<br>arrive. | tions when emails |
| Notification sound<br>Postman                                 |                   |
| Vibrate   |                   |
| MORE SETTINGS   |                   |

# **Select Incoming Settings**

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

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|---|-----------------------|------|
| $\leftarrow$ More settings  |                       |      |
| Always Cc/Bcc mys<br>Include my email address in  | elf<br>n Cc/Bcc line. |      |
| Show images   | (                     |      |
| Security options<br>Set advanced email security   | y options.            |      |
| Data usage  |                       |      |
| Auto download attachments<br>Automatically download attachments when<br>connected to a Wi-Fi network. |                       |      |
| Server settings   |                       |      |
| Incoming settings   |                       |      |
| Outgoing 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

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|-----------------------------|--|--|
| ← 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:

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|---------------------|-------------------|--|
| ← Outgoing settings |                   |  |
| SMTP server         |                   |  |
| smtp.example.com    |                   |  |
| Security type       |                   |  |
| None 🔻              |                   |  |
| Port                |                   |  |
| 587                 |                   |  |
|                     |                   |  |
| Require sign-in     |                   |  |
| User name           |                   |  |
| name@example.com    |                   |  |
| Password            |                   |  |
|                     |                   |  |
|                     |                   |  |
| DONE                |                   |  |

### **Setup Completed**

Your account should now be setup successfully.