Set up your email on Android

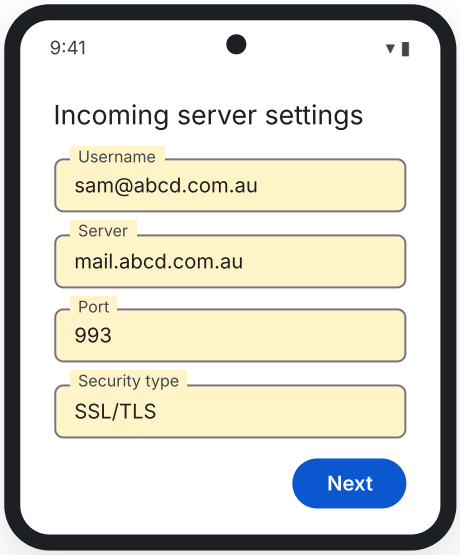
Add your business email to your Android phone or tablet using the Gmail app, which comes installed on most Android devices. Using a Samsung? See page 2 for the Samsung Email app.

ACCOUNT TYPE	INCOMING SERVER	OUTGOING SERVER
IMAP	**Port 993**	**Port 465**
Keeps every device in sync	SSL/TLS encryption	SSL/TLS, sign-in required

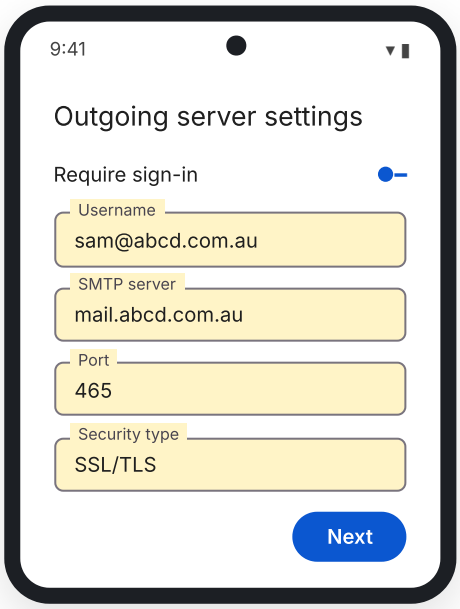
Add your account in Gmail

1. Open the **Gmail** app. Tap your **profile picture** (top right), then **Add another account**.
2. Tap **Other**. Enter your **email address** and tap **Next**.
3. Choose **Personal (IMAP)**. Enter your **password** and tap **Next**.
4. On **Incoming server settings**, enter your **full email address** as the username and `mail.yourdomain.com.au` as the server. If you see Port and Security type, choose **993** and **SSL/TLS**. Tap **Next**.
5. On **Outgoing server settings**, make sure **Require sign-in** is on. Enter your full email address, your password and `mail.yourdomain.com.au` as the SMTP server. If asked, choose port **465** and **SSL/TLS**. Tap **Next**.
6. Choose how often to check for new email (every 15 minutes suits most people) and tap **Next**.
7. Enter your **name** as you want it shown on emails you send, then tap **Next**. Your inbox will start downloading.

> **Highlighted fields** in the screens on the right are the ones to check most carefully.



Incoming server settings



Outgoing server settings

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Using the Samsung Email app

Menu names vary slightly between Samsung models, but the settings are the same.

1. Open **Samsung Email**. On first launch, tap **Other**. If you already have an account, tap the **menu** (three lines), then the **settings cog**, then **Add account › Other**.
2. Enter your **email address** and **password**, then tap **Manual setup**.
3. Choose **IMAP account**.
4. Enter your **full email address** as the username. Set the IMAP server to `mail.yourdomain.com.au`, security type **SSL** and port **993**.
5. Set the SMTP server to `mail.yourdomain.com.au`, security type **SSL** and port **465**. Make sure **Authentication required before sending** is turned on.
6. Tap **Sign in**.

Your email settings

Keep these handy. Replace `yourdomain.com.au` with your own domain. For example, if your email is **sam@abcd.com.au**, your mail server is `mail.abcd.com.au`.

Setting	What to enter
Account type	**IMAP** (not POP)
Incoming mail server	`mail.yourdomain.com.au` · port **993** · **SSL/TLS**
Outgoing mail server (SMTP)	`mail.yourdomain.com.au` · port **465** · **SSL/TLS** · sign-in required
Username	Your **full email address**, e.g. sam@abcd.com.au
Password	Your email password (the same for incoming and outgoing)

If something isn't working

- **"Username or password incorrect"**: use your full email address as the username, not just the part before the @, and check for an extra space at the end.
- **You can receive but not send**: open the account's outgoing settings and make sure sign-in or authentication is turned on, with port 465 and SSL/TLS.
- **Can't connect at all**: check the server is `mail.` followed by your domain, with no "www" or "https".

Still stuck? We're here to help

Tell us your email address and the device you're using and we'll walk you through it. We're available 9am to 5pm Melbourne time.

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