



Use Office 365 email with multi-factor authentication on an Android device

This guide is aimed at users of Android devices who want to set-up an Office 365 Exchange account for use with their native email and calendaring apps, following the set-up of multi-factor authentication. If you already have an O365 Exchange account set-up you must remove and then re-add it following the steps below.

Depending on when your local mail profile was set-up will determine how the application behaves when introduced to an account with multi-factor authentication. If the account was previously created on Microsoft Exchange, then complete the following steps:

1. When the Oxford Single Sign-On page appears enter your Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing SSO username).
2. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
3. You will be prompted for your multi-factor authentication method. Complete your multi-factor process

If the account was not set up using Microsoft Exchange it will not operate as intended. You will need to remove the mail account and add it back onto your device.

However, if you are still operating on an older version, that doesn't support multi-factor authentication, then you will require an App Password. For support with App Passwords, please see the [current guidance](#).

Remove your existing mail account

Follow the steps below to remove your account and then add the account back onto your device.

1. On your Android device, open the Mail app
2. Click the **Menu** icon (often appears as three dots in the top corner of the screen)
Click **Settings**
3. Find the Exchange account (or the name of the your Nexus365/O365 Oxford account)
4. Scroll to the bottom of the screen and click **Remove Account**
5. When prompted, click **Confirm** to delete the account

The Exchange account will no longer be present on your account

Adding an Office 365 email account to an Android mail client with multi-factor authentication

1. On your Android device, open the Mail App
2. Click Exchange in the Add Account screen

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3. Enter your Oxford email address in full. This will include the letters you usually include after the @ symbol (e.g. @it.ox.ac.uk)
4. Enter a Username (optional)
5. Enter your email password
6. Click Sign In
7. A second Exchange window will populate asking if you want to use Microsoft. Click OK
8. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing SSO username)

Note: The field may self-populate with your email address. Ensure you delete this and replace it with your Single Sign-On username as explained in step 8.

9. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
10. You will be prompted for your multi-factor authentication method. Complete your multi-factor process
11. Choose whether to activate the device administrator
12. Wait for your emails to sync

Your account has been successfully set-up.