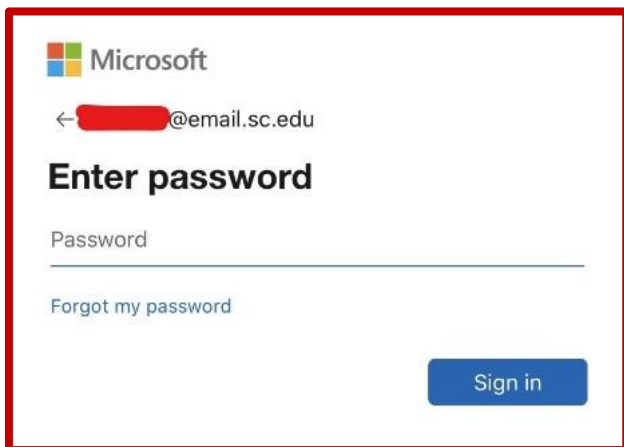
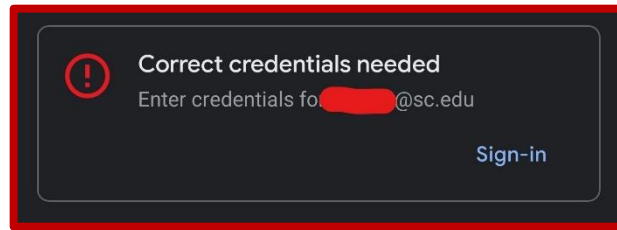


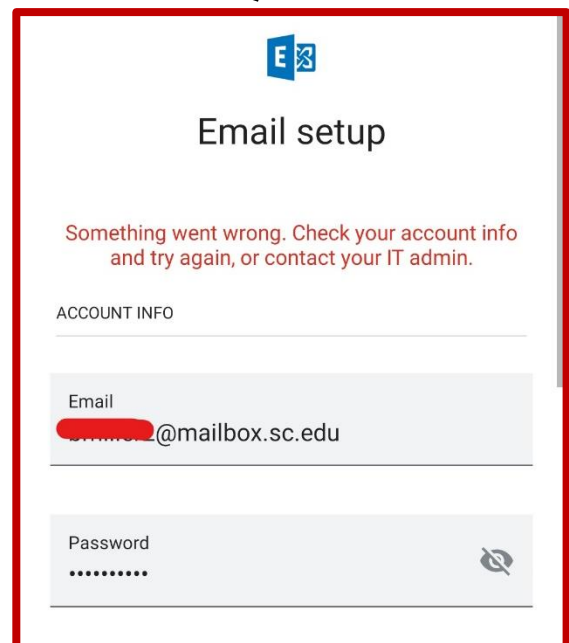
Android Mail Account Update or Rebuild

If you open your **Gmail/Android Email App** and see the below error, you will receive one of the following options after clicking **Sign-in**.



If you receive the above after clicking Sign-in, you will need to follow steps on Page 3 to

[Update Android Email Account](#)



If you receive the above after clicking Sign-in, you will need to follow steps on Page 2 to

[Rebuild Android Email Account](#)

Rebuild Android Email Account

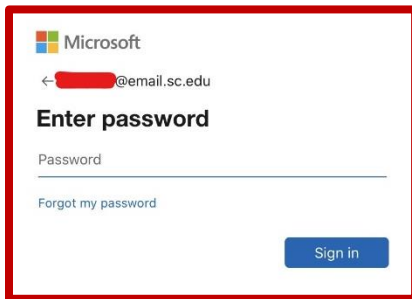
Remove Your Previous Account:

Go to **Settings** -> Click **Accounts** -> Find your **USC email account/ Exchange Account** and click on it
-> Click **Remove Account** -> Confirm **Removal**.

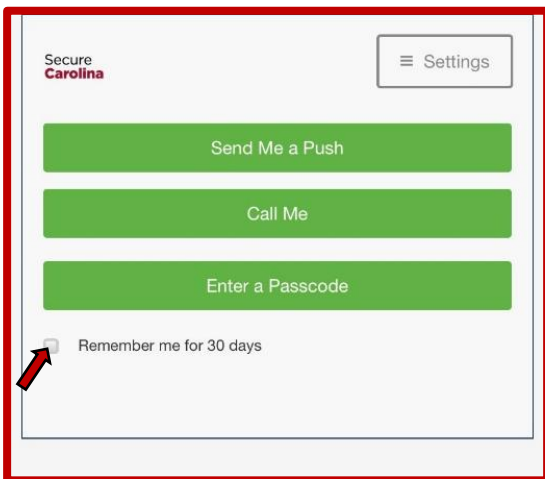
Add Your Account Back:

Go to **Settings** -> Click **Accounts** -> Click **Add Account** -> Click **Exchange** -> Type in your **full University Email Address** -> Click **Next** ->

When this appears -> **type in your password:**

A screenshot of a Microsoft account sign-in screen. At the top left is the Microsoft logo. Below it is the email address [redacted]@email.sc.edu. The main heading is "Enter password". There is a password input field with a horizontal line below it. Below the input field is a link that says "Forgot my password". At the bottom right is a blue button labeled "Sign in". The entire screenshot is enclosed in a red rectangular border.

Authenticate with Duo - *You can select for Duo to remember your Outlook sign in for 30 days:

A screenshot of a Duo authentication screen. At the top left is the "Secure Carolina" logo. At the top right is a "Settings" button with a hamburger menu icon. There are three large green buttons stacked vertically: "Send Me a Push", "Call Me", and "Enter a Passcode". At the bottom left, there is a checkbox labeled "Remember me for 30 days" with a red arrow pointing to it. The entire screenshot is enclosed in a red rectangular border.

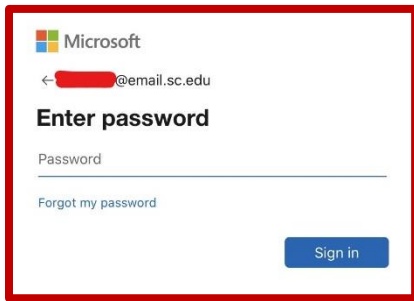
You should now be able to use your email app once again.

Need further assistance?

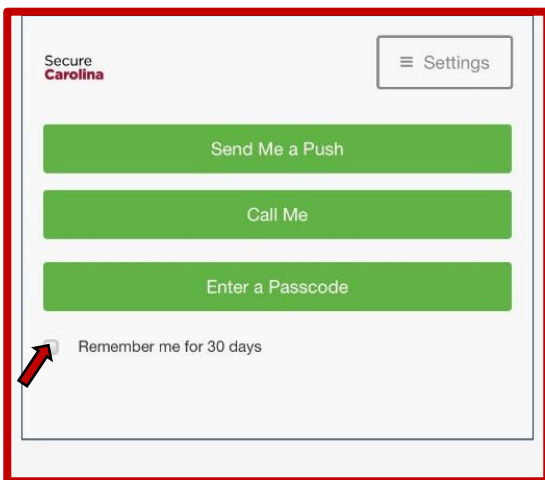
See [Additional Information](#)

Update Android Email Account

When this appears -> type in your email account password:



Authenticate with Duo - *You can select for Duo to remember your Outlook sign in for 30 days:



You should now be able to use your email app once again.

Need further assistance?

See [Additional Information](#)

Additional Information:

Trouble entering the password, please verify you are using the one associated with your account at:

https://sc.edu/about/offices_and_divisions/division_of_information_technology/end_user_services/password_help/verify_username_and_password/index.php

Are you a student at UofSC and still experiencing problems with resolving this issue? You can receive in person assistance at the **Carolina Tech Zone**:

https://sc.edu/about/offices_and_divisions/division_of_information_technology/end_user_services/available_technology_resources/carolina_tech_zone/index.php

If you need assistance with **DUO/Multifactor Authentication**, please see:

https://sc.edu/about/offices_and_divisions/division_of_information_technology/security/sc_technologies/mfa.php

Require further assistance?

Contact Service Desk:

803.777.1800 or sc.edu/ithelp