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:

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
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