How to set up an email account on your smartphone: Android smartphone and iPhone

Age Action — Age Equality

Getting Started

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About Getting Started

The Age Action Getting Started Keep In Touch (KIT) is a national learning initiative to help older people to improve their digital literacy skills so that they are connected, informed and supported.

The Getting Started KIT is made up of How To guides and a video tutorial, presented by Mary Kennedy, in order to support older people to learn, use, and be confident using smartphones and applications.

You can find all the How To Guides and the video on www.ageaction.ie

About these instructions

This document gives you step-by-step instructions to help you set up an email account using your smartphone.

Setting up an email account involves setting up an electronic postal address using one of the large internet providers like Google and accessing this address using your phone. When you set up an email address with Google using your phone, for example, the email address comes from Google and is called 'gmail'.

It covers instructions ranging from first checking to see if you have an email address already set up – right through to setting an email address up and sending a mail (electronic letter) to someone whose email address you have.

We cover instructions for two types of phones:

1. Android smartphone (pages 3 to 10 inclusive)

2. iPhone (page 11 to 12 inclusive)

Go to the relevant pages for your type of phone and follow the instructions. Please note that some of the steps for setting up both phones are the same. In the instructions, we illustrate some points with images. Some of these images are called 'applications' or 'apps' and other images show you different parts of setting up an email, so you can see where to fill in information and so on.

Tips to read before you start setting up an email address

- Make sure you know your own phone number as you will need to type this in.

- Have a notebook on hand to write down your new names you need to create like your password and username.

- Give yourself time to do this.

You are ready!

How to set up an email account on your Android

1. Go to the Email app on your phone. This is usually a picture of an envelope as you can see on your right. If you already have an email address set up, you can add it to this app so you can click into it easily at any time. Tap the relevant email provider and follow the instructions on screen.

Figure 1: Image of Email app shown by envelope

2. If you don't have an email address already set up, you will know because when you tap into the Email app there will not be any messages. We are going to show you how to set up a gmail account – a gmail account is an online postal address that you set up using Google so we call it 'g' mail account. A gmail account is the same as an email account.

Go back to your email app and tap it and skip on to point 3.

Or, perhaps easier to go to:

a) Settings [search for image on the right, figure 2, as this is the Settings image or app.]

b) Accounts and backup, then Accounts [figures 3 and 4]

c) Add Account, which will bring you to the same place where you can start to set up your gmail account.

Figure 2: This is the image for 'Settings'

Figure 3: 'Accounts and backup'

Figure 4: 'Accounts'

3. Having tapped on your email app, then tap on Gmail G Suite. [G stands for Google.]

Tap on Create account on the left hand side of your screen.

Figure 5: Image of Google G Suite

4. Type in your first and last names as instructed.

Follow instructions and press next as appropriate, as your phone may not follow the same order as described here.

Figure 6: 'Gmail set-up'

5. On the box called **Username,** type in your preferred username, an example would be 'ageaction'. Whatever username you pick, that will become your email address when you add @gmail.com to the end of your username.

Example of a gmail account is: ageaction@gmail.com

Like any address, your address must differ from other addresses.

Figure 6: 'Gmail set-up'

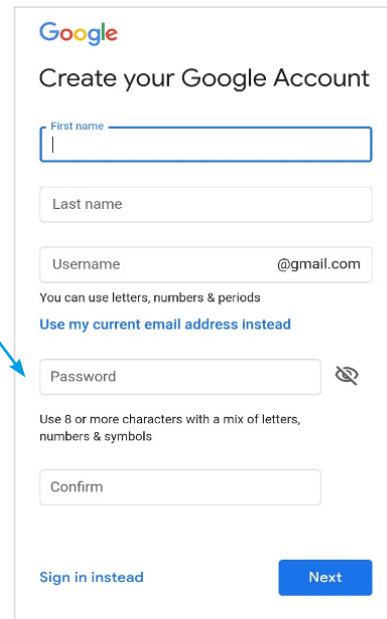**6.** You will need to come up with a **Password.**

Have a think about this before you type one in. Passwords must be more than eight characters long and must include a mix of Capital and small letters, numbers and symbols. [Symbols might be #, @, !, &, %]

When completed, write down your password.

You will be prompted to type your password in again.

Tip: Don't use words or dates for your password that people know about you like your birthday or address.

You may get a notification to say that your password is not strong enough. This means it is not secure. To make it stronger, you need to try another mix of letters, numbers and symbols.

Figure 6: 'Gmail set-up'

7. Click Next.

Figure 7: 'Next'

8. At this point, Google will tell you if your new email address is taken by another user or not.

There are millions of people with email addresses, so there is a good chance that you will not get your first choice of username. Be patient with this step. Finding an available username can take a few tries.

9. For example, there may be an ageaction@gmail.com so perhaps make it ageaction2020@gmail.com. The app will make some suggestions as to what is available. You can use one of the suggestions or make up another one.

If you choose to make up another one, you will go back to enter another username and repeat the process with your password.
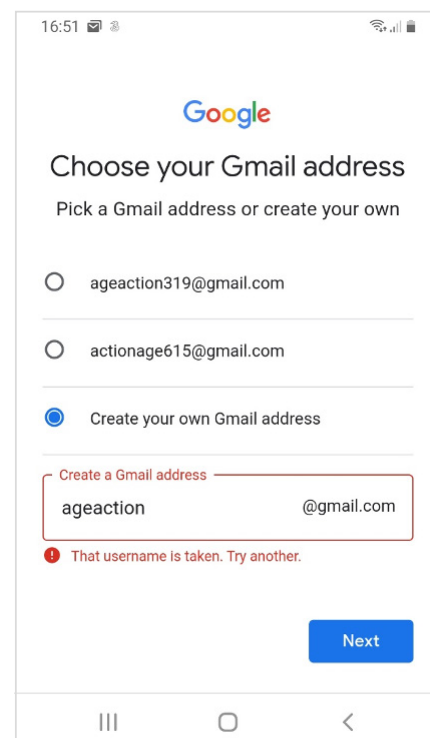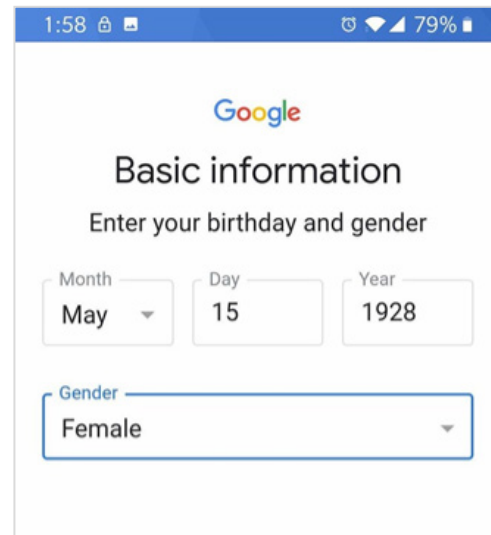

Figure 8: 'Username'

10. When you have found a unique username, write it down, and you will be prompted to move on to the next step, which is inputting your phone number.

When prompted, type in your phone number.

If asked about a recovery email address, press Skip.

11. The app will then ask you for your Date of Birth. Type in date, month, scrolling down the months and tap on your birth month, and then type in year of birth. Sometimes the order of the month and date reverses, don't worry, it's just a different layout.

You will be prompted to tick your Gender. Choose your preferred gender and tap on that.
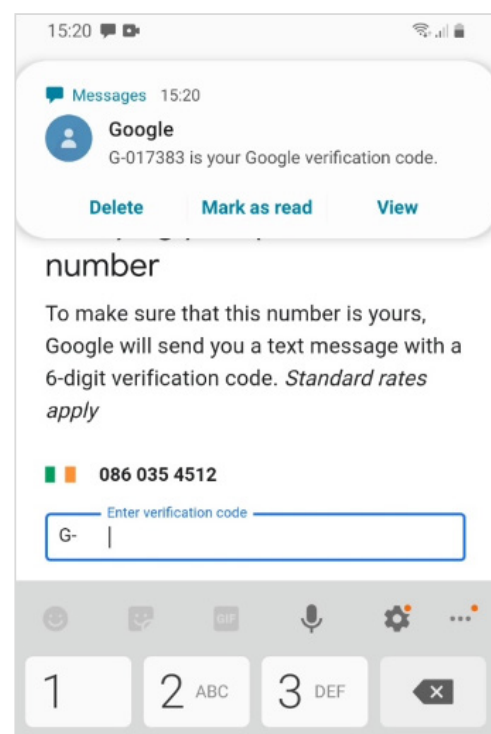

Figure 9: 'Personal details'

12. You will be asked to verify your phone number. Your number will appear on screen and if it's correct press 'Send'. If the number is not correct you can press 'Back' to go back and change it.

Google will now send your phone a text message with a verification code which you will have to type in.

Type in the verification code in the box called 'Enter verification code'

Figure 10: 'Verification text'

Tip: You don't need to leave the gmail screen to see your messages, as it will appear on the top of your screen when it comes in. If it disappears before you have time to note down the number don't worry. You can get it back by dragging your finger down from the top of your phone to the middle of your screen. You will see a summary of your message appear, along with some icons. Take note of the verification number on a piece of paper. Now drag your finger from the middle of your screen back up to the top of your phone. You will now be back on your gmail screen.
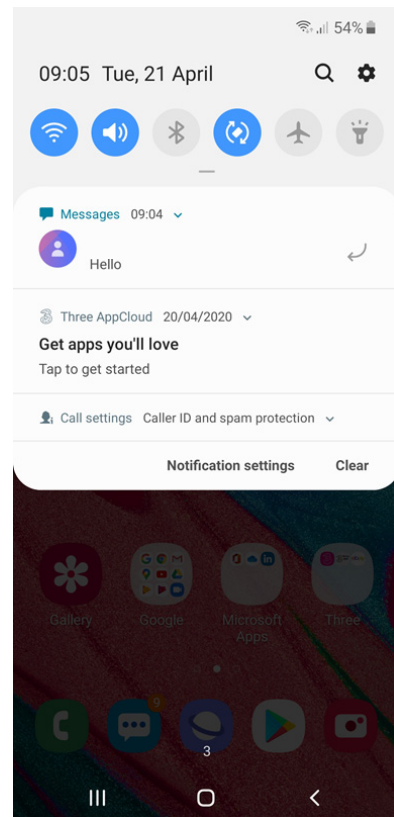

Figure 11: 'Shortcut to seeing messages'

13. You might be asked if you want to add you phone number to your account. Just read through everything on screen and then tap on 'Skip' or 'Yes, I'm in' depending on which you would prefer.

14. You will be asked to accept some terms and conditions, read through what interests you. Remember, there is more information available when you click on 'More Options' so do read through this and click the options you are happy with. Then tap on the boxes 'I agree', and finally tap on 'Create Account'.

If your phone looks for permission to access your account you can press 'Allow'. Congratulations, you now have your own email address!

15. Make sure for now that you have written down your full email address and password. Ideally, don't write them in the same notebook as someone may find them and be able to access your email.

16. When you open your Email app again, you will be at your Inbox. This lists the emails that you have received. To open an email to read it, tap on the message.

To reply to the sender of that email, tap on the reply symbol on the bottom left hand corner of your screen.

To write an email, tap the with pencil and paper symbol.

You will be brought to a new message.

Type in the email address of the person that you want to send an email to.

Tap into the white space below the subject box and type your message. You can write a brief word to describe the topic of the email in the subject line.

To send the message, tap on the arrow shape symbol at the top right hand corner of your screen.

2. How to set up an email account on your iPhone smartphone

1. Go to email app on your phone.
This is usually a blue picture of
an envelope like the one you see
on your right. If you already have
an email address set up and you
remember the details, you can add
it to this app so you can click into it
easily at any time. If you know your
email is gmail, then tap on Gmail. If
you know your email is Yahoo, then
tap on Yahoo, and so on. Then follow
the instructions on screen.

Figure 12: Image of Email app

2. If no email comes up when you click the envelope, we will explain how to set
up a gmail account. (This is an account on Google that you can access from your
phone.)

3. Go to your Settings, you can
find this on your main phone screen.
(The image on your right is the image
for settings.)

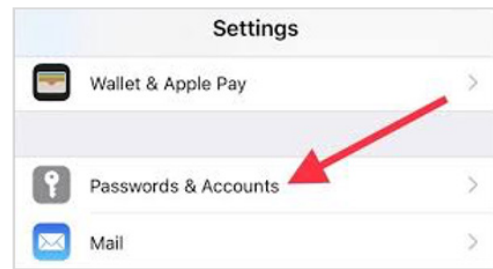*Figure 13: Image for 'Settings'*

4. Go to Passwords and Accounts.

Figure 14: Passwords & Accounts

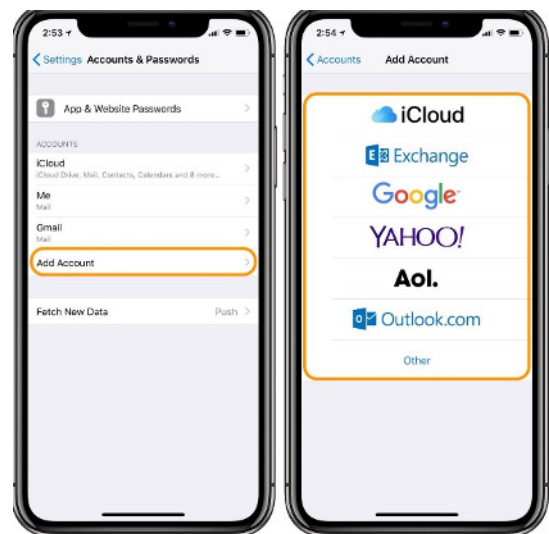**5.** Click on Add Account, then tap on Google, and click on create account.

Figure 12: 'Add account'

6. Now follow the steps outlined in points 4 to 12 starting on page 4 above, you now have an email address!