PASSWORD MANAGER > AUTOFILL

Troubleshooting Android Autofill

bitwarden

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Depending on the version of Android your device is running, there are a few different ways to enable autofill from Bitwarden:

Option	Requires version...	Requires you to also enable...
Autofill Service	Android 8+	-
Inline Autofill	Android 11+	Autofill service, IME that supports inline
Accessibility	All Android versions	-

For instructions on setting up autofill on Android, see Autofill logins on Android.

Troubleshooting the autofill service

If the Bitwarden autofill service overlay isn't visible when your device is focusing on a username or password input field, your device may require a device-specific setting to be enabled:

For Huawei/Honor devices, enable Dropzone:

1. Open the Huawei/Honor Optimizer app (also known as "Phone Manager").

2. Tap **Dropzone** in the middle of the bottom row.

3. Slide the toggle to the right to allow Dropzone.

For Oppo and other devices, enable Floating Window:

1. Open the Android Settings app.

2. Navigate to Privacy/Security.

3. Locate **Floating Windows** or **App Management** and tap to open.

4. Slide the toggle to the right to allow Floating Windows.

Troubleshooting the accessibility service

The most common issue encountered using the accessibility service is that **Android battery optimization** settings will automatically turn off services (like the Accessibility Service) in order to preserve battery. To resolve this, **turn off battery optimization for Bitwarden**.

If you continue to experience issues with the Accessibility Service:

1. Double-check your battery optimization settings. If battery optimization is on for Bitwarden, turn it off.

2. If you use a battery saver or Task Manager app, try disabling to see if that makes a difference. If it does, add Bitwarden to the exception list.

3. Check the built-in Task Manager. You'll need to bring up the running apps view and then hold down the app icon or swipe up on the Bitwarden app and then select **Lock**.

Please note, the service can also halt if you ever "Force stop" the Bitwarden app.

> 💡 **Tip**
>
> The site https://dontkillmyapp.com/ might help you determine the default battery optimization configurations for your device.

> ⓘ **Note**
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> If you are still not able to get Android autofill working, Contact Us.