



USING AN APP PASSWORD IN GMAIL

New England Copy Specialists

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Section 1 – Enabling 2-Step Verification and Creating a Gmail App Password

Section 2 – Resetting the Scan to Email (SMTP) Password for Canon, HP, and Samsung Multifunction

Devices

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SECTION 1

IMPORTANT INFORMATION FOR ANYONE USING A GMAIL ACCOUNT FOR THE SCAN TO EMAIL FEATURE ON A MULTIFUNCTION COPIER.

Please use the following link to read Google's warning regarding the "Allow Access for Less Secure Apps" feature, which will be disabled on May 30, 2022. This feature has been necessary to allow copiers to send email scans with Gmail. **The suggested solution to avoid failure of scan to email is to use an App Password.** Also included in this document are screenshots for resetting the Scan to Email password on a Canon, Samsung, and HP multifunction device (MFD) for NECS customers.

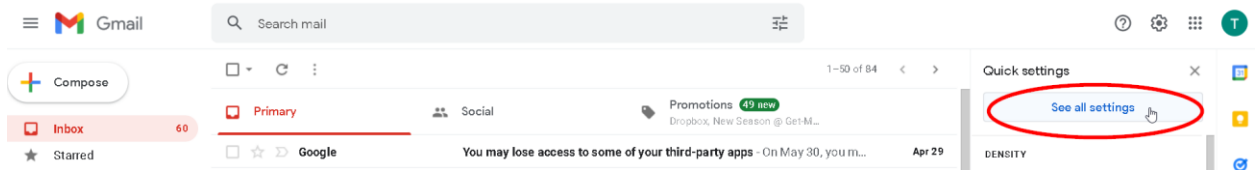
Please note that this has been tested using one App Password on one device. It may be necessary to create separate App Passwords for multiple devices.

<https://support.google.com/accounts/answer/6010255?hl=en>

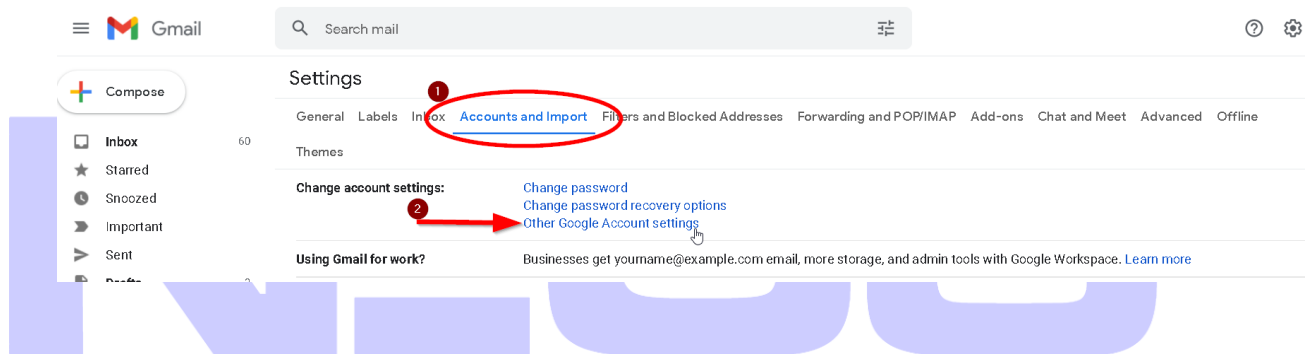
2-Step Verification Is Necessary

2-Step Verification will need to be enabled to set an App Password. Follow the steps in the screenshots below to complete the process. Once you have an App Password, refer to the pictures for your brand of MFD to reset the password for SMTP (Scan to Email).

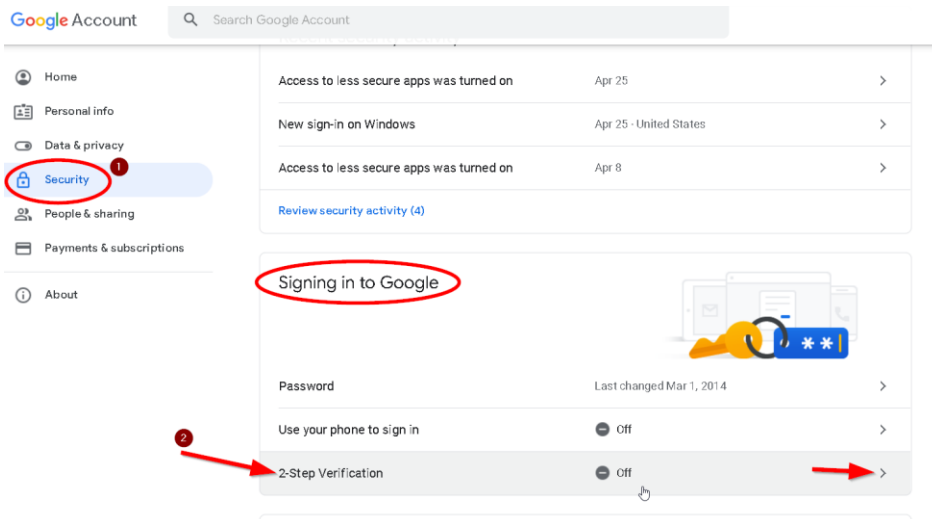
1. Log in to the Gmail account. Click “See All Settings.”



2. Click “Accounts and Imports,” then “Other Google Account Settings.”

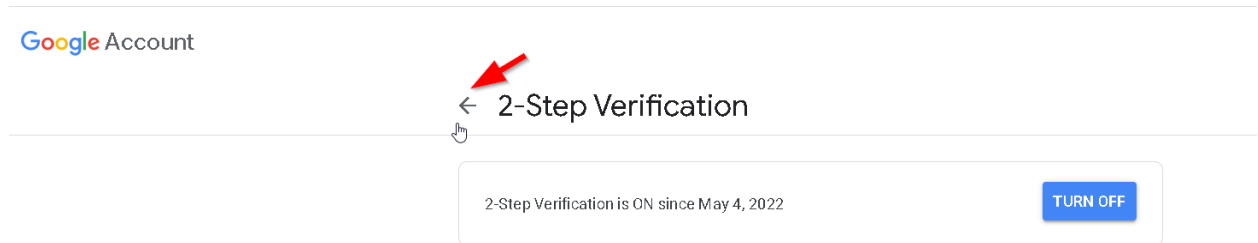


3. Click “Security.” Scroll to “Signing into Google” and choose 2-Step Verification.

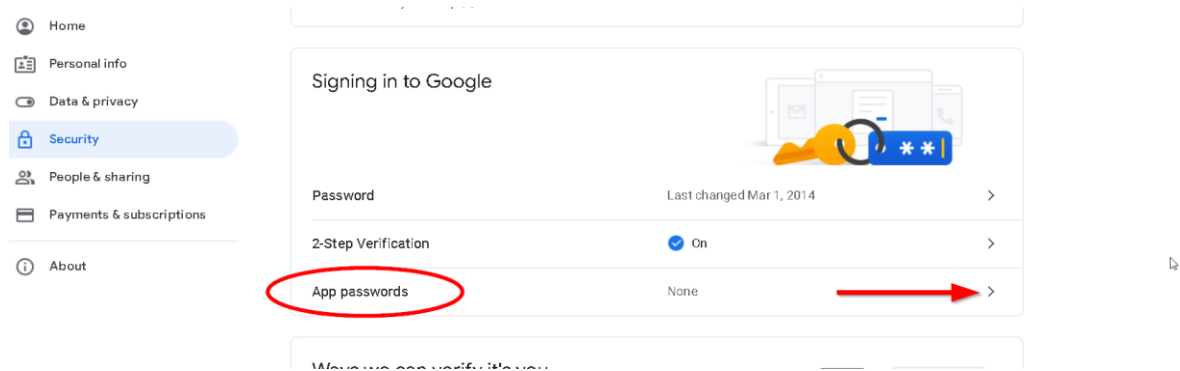


4. You will be prompted at this time verify your identity with a code sent to your cell phone or email address. Follow the prompts to complete the activation of 2-Step Verification. (No pictures)

5. Once 2-Step Verification is on, click the “back” arrow shown below.



6. Notice that there is a new menu item, “App passwords.” Click the right arrow.




7. Click on the “Select device” drop-down menu and choose “Other (Custom name).”

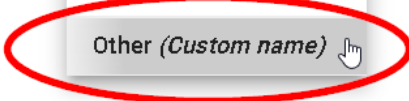
← App passwords


App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)


You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app 

- Select device
- iPhone
- iPad
- BlackBerry
- Mac
- Windows Phone
- Windows Computer
- Other (Custom name) 





8. Enter a name that will describe the purpose of the App Password, e.g. “Copier Scan to Email” or “Scanner.” The app password

highlighted in yellow will be the new password for the MFD's scan to email configuration. (Your App Password will be unique.)

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Copier Scan to Email X

GENERATE

Generated app password

Your app password for your device

dzmq hzok xrtf oqvp

How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

DONE

Email:

Password:

Note: The App Password is used only in the MFD’s scan configuration. It does not replace the regular password altogether. Continue using the regular password to log in to the Gmail account whenever necessary to access the mailbox, etc.

SECTION 2

Use the following illustrations to enter the new App Password into the scan configuration for your particular brand of machine.

For any brand of copier, open a browser and enter the IP address of the machine in the top URL field and press the Enter key. (Please see the accompanying document “Finding the IP Address for MFD” if you need help determining the correct IP address.)

User Authentication : IR-ADV C5550 × +

10.10.1.109:8000/rps/

Freshdesk Central | Login DeskTech Login - HP Partner Fir... HP SDS Action Center Box | Login Canon U.S.A., Inc. Canon e-Support Center Google Maps NT-w

Canon Login

IR-ADV C5550 / IR-ADV C5550 /

Enter only the IP Address. The browser will add the colon and following string of characters.

User Name: Administrator

Password: ●●●●

Login Destination: This device

Enter a user name, password, and specify a Login Destination and click [Log In].

Log In

If you see a warning like the one shown below, follow the prompts to “Advanced,” etc., to proceed to the copier’s web portal. This is a standard warning generated by the browser which does not distinguish between the device’s web page and other web pages found on the internet.



Warning: Potential Security Risk Ahead

Firefox detected a potential security threat and did not continue to 10.10.70.205. If you visit this site, attackers could try to steal information like your passwords, emails, or credit card details.

[Learn more...](#)

Go Back (Recommended)

Advanced...

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FOR CANON BRAND COPIERS

For Canon copiers, log in as an administrator using any of these credentials, depending on the age and model of your machine:

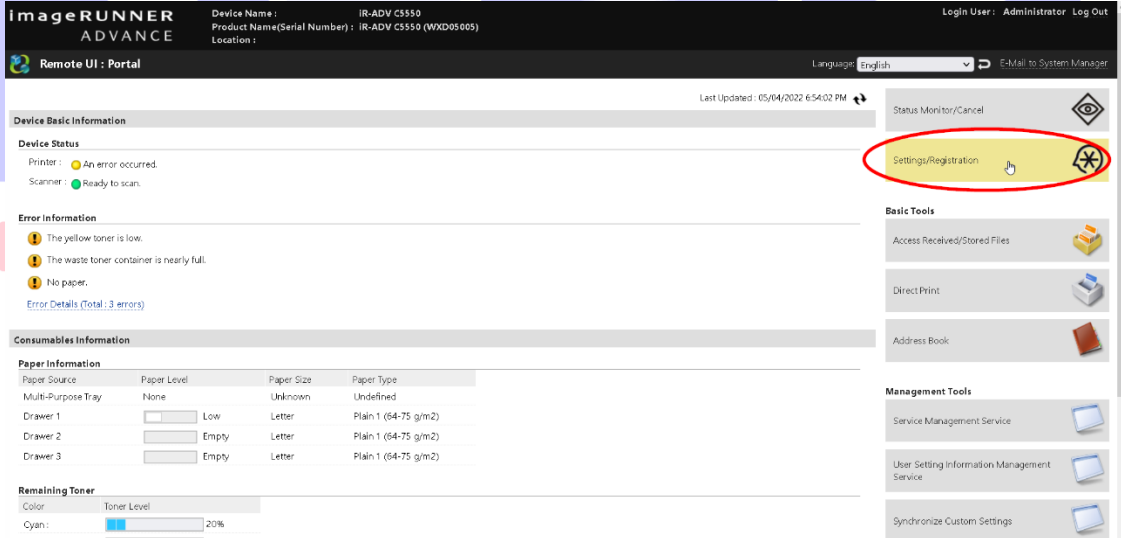
ID = Administrator (Cap A), PW = 4340

ID = 1234, PW = 4340

ID = 7654321, PW = 7654321

Or on a rare occasion, ID = 7654321, PW = 4340

After logging in, click “Settings and Registration.”

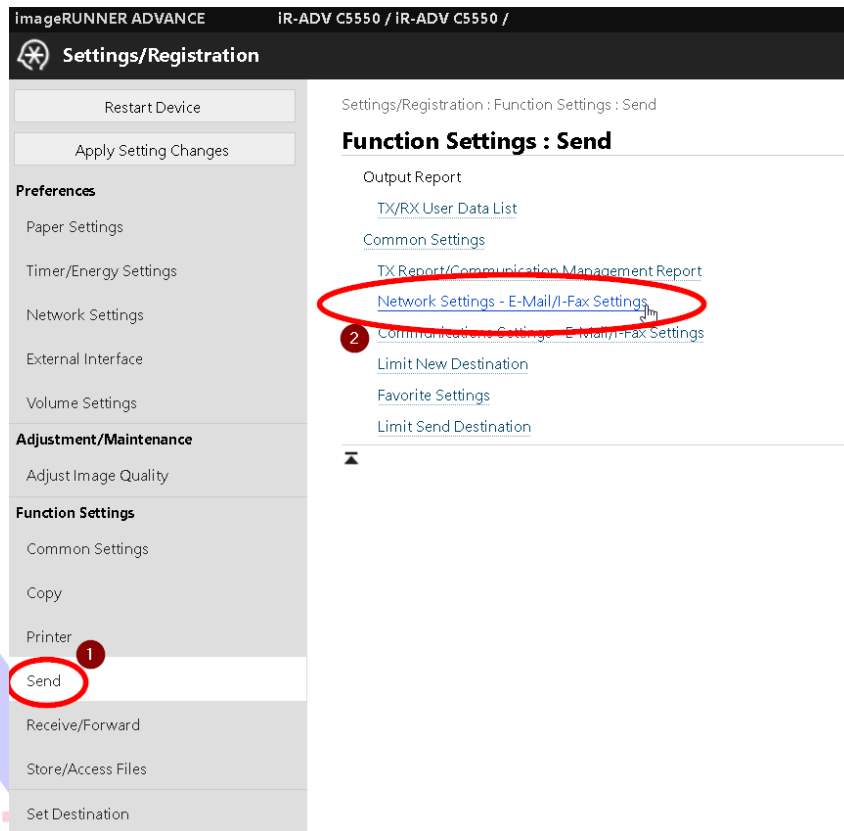


The screenshot displays the Canon imageRUNNER ADVANCE Remote UI Portal. The interface includes a header with the device name (IR-ADV C5550), product name, and location. The main content area is divided into several sections: Device Basic Information, Device Status (Printer: An error occurred, Scanner: Ready to scan), Error Information (The yellow toner is low, The waste toner container is nearly full, No paper), Consumables Information (Paper Information table), and Remaining Toner (Cyan: 20%). On the right side, there is a sidebar with navigation options: Status Monitor/Cancel, Settings/Registration (circled in red), Basic Tools (Access Received/Stored Files, Direct Print, Address Book), and Management Tools (Service Management Service, User Setting Information Management Service, Synchronize Custom Settings).

Paper Source	Paper Level	Paper Size	Paper Type
Multi-Purpose Tray	None	Unknown	Undefined
Drawer 1	Low	Letter	Plain 1 (64-75 g/m ²)
Drawer 2	Empty	Letter	Plain 1 (64-75 g/m ²)
Drawer 3	Empty	Letter	Plain 1 (64-75 g/m ²)

Color	Toner Level
Cyan	20%

Under “Function Settings”, choose “Send”, then “Network Settings – E-Mail/I-Fax Settings” from the menu.



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Enter the App Password in the “Password” and “Confirm” fields.

The screenshot shows the "SMTP/POP Settings" configuration page. It includes sections for "SMTP/POP Settings", "Specify Port Number for SMTP TX/POP RX", and "Authentication/Encryption Settings".

- SMTP/POP Settings:** Includes fields for SMTP Server (smtp.gmail.com), E-Mail Address (CompanyScanner@gmail.com), POP Server, POP Login Name, POP Password, and Confirm. A red callout box points to the E-Mail Address field with the text: "Your company may use Gmail, but have its own domain instead of @gmail.com".
- Specify Port Number for SMTP TX/POP RX:** Includes fields for SMTP TX (587) and POP RX (110).
- Authentication/Encryption Settings:** Includes checkboxes for "Allow TLS (POP)", "Use POP Authentication Before Sending", "Confirm TLS Certificate for POP RX", "Allow TLS (SMTP TX)", and "Use SMTP Authentication (SMTP AUTH)". The "Use SMTP Authentication (SMTP AUTH)" checkbox is checked. Below this, there are fields for "User Name" (CompanyScanner@gmail.com), "Password" (masked with dots), and "Confirm" (masked with dots). Two red callout boxes point to the "Password" and "Confirm" fields with the text: "Enter the new App Password into the two fields shown here."

After resetting the password, click “OK” in the upper right corner of the screen (not shown.)

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FOR HP BRAND COPIERS

Local Device Account = Administrator, PW = Necs123! (Case sensitive.)

Choose “Scan/Digital Send,” then click “Edit” under Outgoing Email Server (SMTP).

HP Color LaserJet Flow E87640
HP Color LaserJet Flow E87640 10.10.70.205

Information General Copy/Pri t **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Ne

Email Setup
Default Job Options
Quick Sets
+ Scan to Network Folder
Scan to SharePoint®
+ Scan to USB Drive
Contacts
Preferences
Email and Scan to Network Folder Quick Setup Wizards
Digital Sending Software Setup

Email Setup > Default Job Options

This feature allows users to scan documents and send them as email attachments to one or more email addresses.

Enable Scan to Email

Outgoing Email Servers (SMTP)

Server Name	Port Number
<input checked="" type="checkbox"/> smtp.gmail.com	25

Add... Edit... Remove... Move Up Move Down

Address and Message Field Control

Select the desired setting for each field and whether the field can be edited by the user at the control panel. If any selections require users to sign in, set the bas

From:
Default From: User editable

Default From: * Default Display Name:

Click "Next."

hp HP Color LaserJet Flow E87640
HP Color LaserJet Flow E87640 10.10.70.205

Search by Keyword [Sign Out](#) User: Administrator

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Preferences
Email and Scan to Network Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Set the basic information necessary to connect to the server.

Server Name *	Port Number *	Split emails if larger than (MB) *
smtp.gmail.com	587	0 (0-100.00)

Host name or IP address: Server port: The email will be split into multiple emails if larger than the specified size. If the value is 0 the email will not be split.

Enable SMTP SSL/TLS Protocol
 Validate certificates for outgoing server connections

Previous Next Finish Cancel

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Enter the new App Password, then "Finish."

hp HP Color LaserJet Flow E87640
HP Color LaserJet Flow E87640 10.10.70.205

Search by Keyword [Sign Out](#) User: Administrator

Information General Copy/Print **Scan/Digital Send** Fax Supplies Troubleshooting Security HP Web Services Networking

Email Setup
Default Job Options
Quick Sets
Scan to Network Folder
Scan to SharePoint®
Scan to USB Drive
Contacts
Preferences
Email and Scan to Network Folder Quick Setup Wizards
Digital Sending Software Setup

Outgoing Email Servers (SMTP)

Server Authentication Requirements

Server does not require authentication
 Server requires authentication

Always use these credentials

User Name: *	Password: *
myscanner@gmail.com	*****

Previous Next Finish Cancel

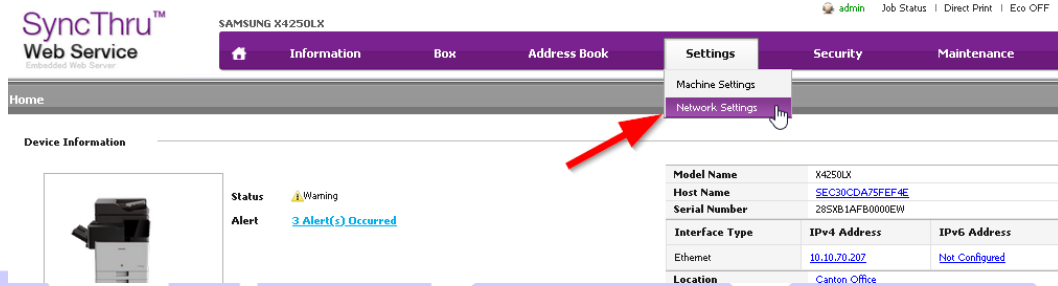
Delete the old password and enter the new App Password. Click "Finish" when done.

FOR SAMSUNG BRAND COPIERS

Browse to the copier's web portal and log in as the administrator.

ID = admin (lower case), PW = necs123! (lower case.)

Choose the "Settings" tab, then "Network Settings."



Choose "Outgoing Mail Server (SMTP)", check the "Change Password" box and enter the new App Password in the two fields. Click the "Apply" button in the upper right hand corner (not shown.)

