NECS Connectivity Team

Technical Assistance Documentation

USING AN APP PASSWORD IN GMAIL

New England Copy Specialists

800-321-6327

CONTENTS

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

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).
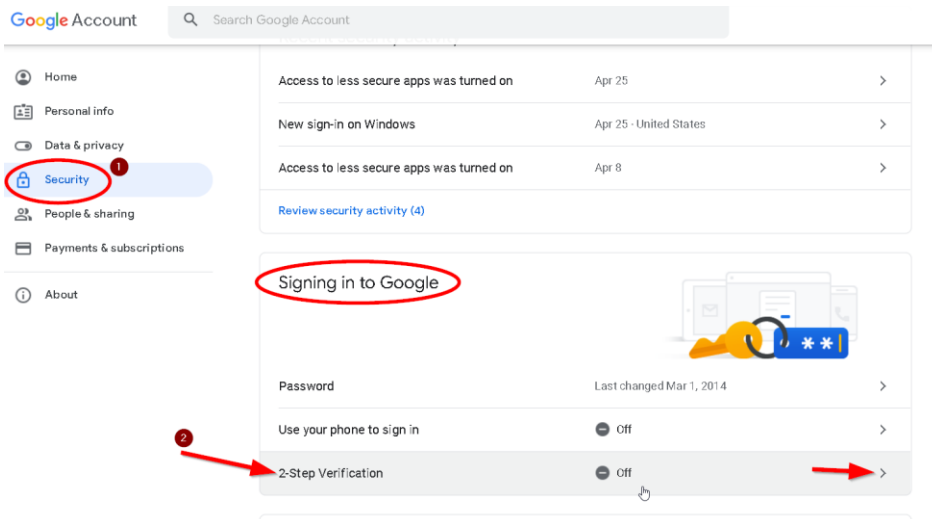
1. Log in to the Gmail account. Click "See All Settings."
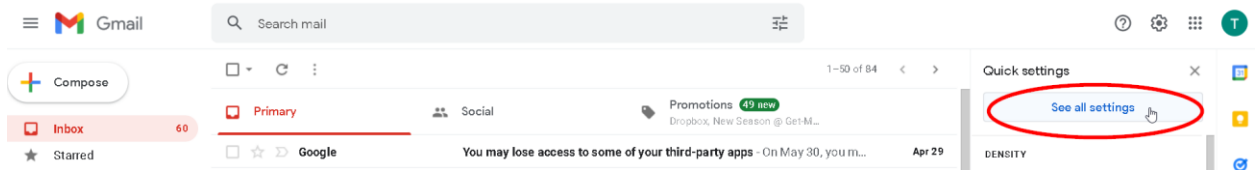
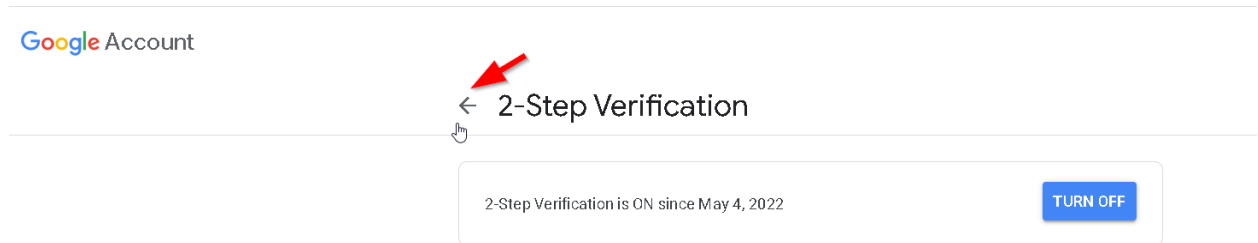# 2. Click "Accounts and Imports," then "Other Google Account Settings.
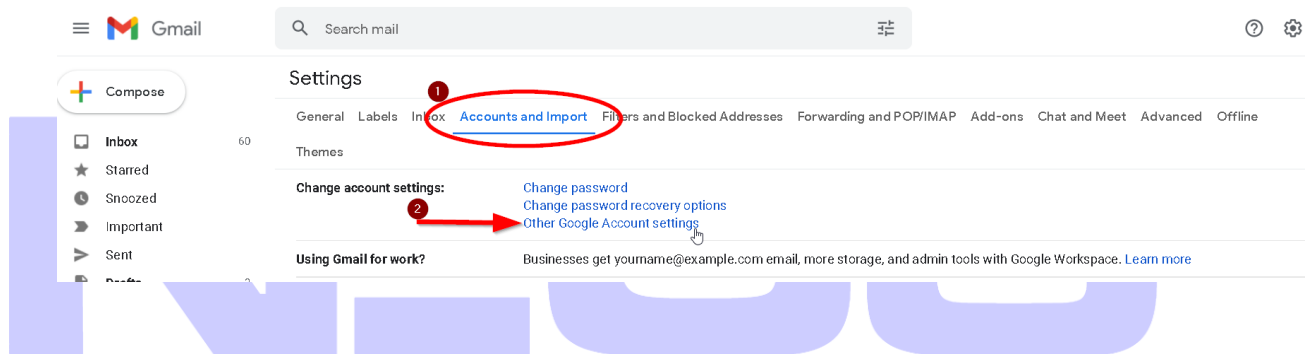
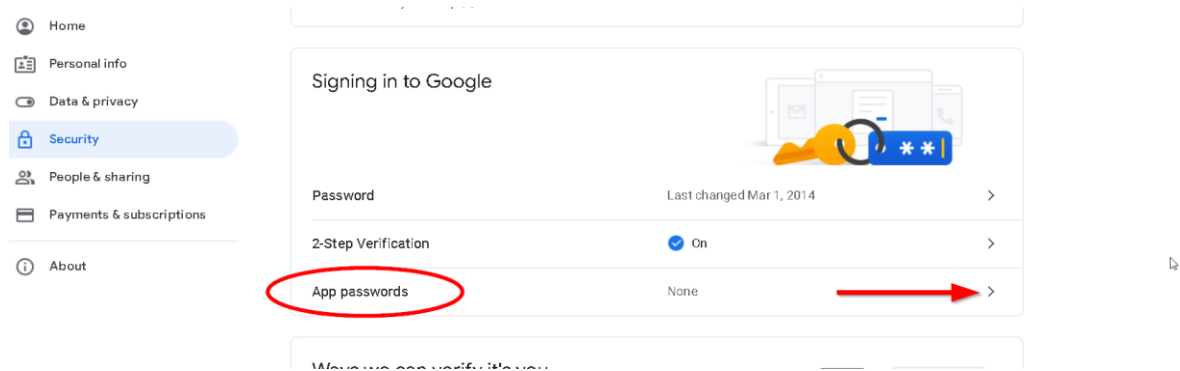# 3. Click "Security." Scroll to "Signing into Google" and choose 2-Step Verification.

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.

Google Account

← 2-Step Verification

2-Step Verification is ON since May 4, 2022   TURN OFF

Available second steps
A second step after entering your password verifies it's you signing in. Learn more

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

Home
Personal info
Data & privacy
Security
People & sharing
Payments & subscriptions
About

Signing in to Google

Password   Last changed Mar 1, 2014   >

2-Step Verification   ✓ On   >

App passwords   None   >

7. Click on the "Select device" drop-down menu and choose "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.)
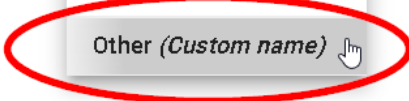
← App passwords

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 ✕

GENERATE

Generated app password

Your app password for your device

dzmq hzok xrtf oqvp

How to use it

Email

securesally@gmail.com

Password

•••••••••••

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

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.)

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...

Your Total Office Solutions Provider

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:
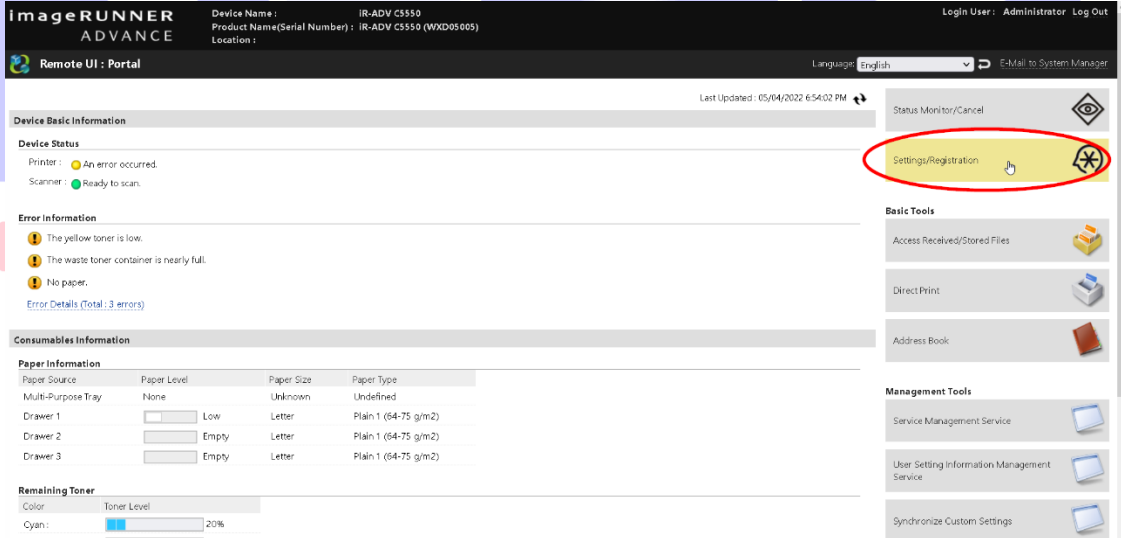
ID = Administrator (Cap A), PW = 4340

ID = 1234, PW = 4340

ID = 7654321, PW = 7654321

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

After logging in, click "Settings and Registration."

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

Enter the App Password in the "Password" and "Confirm" fields.

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

FOR HP BRAND COPIERS

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

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

Click "Next."

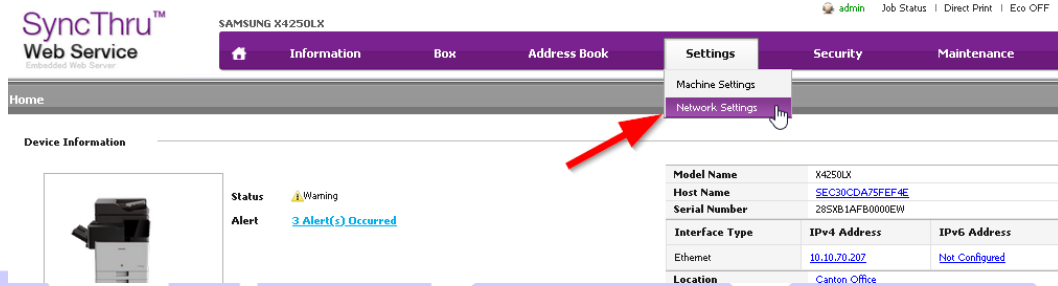# Enter the new App Password, then "Finish."

Delete the old password and enter the new App Pawword. 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.)