

## Scan Error - 2 Factor Authentication

Technical Services would like to inform you that as of May 30<sup>th</sup>, Gmail will no longer allow the Less secure app option and it will no longer be available as a selection. In the past Sharp devices required this option to successfully send mail.

Going forward, to successfully scan to email using your Gmail account, it is now required to use App/Device passwords after enabling 2 factor authentication. The instructions on the following pages will outline the steps necessary to continue to use this function, bypassing 2 factor authentication.

### Less secure app access

To protect your account, apps and devices that use less secure sign-in technology are blocked. To keep your account secure, Google will automatically turn this setting OFF if it's not being used.



On May 30, 2022, this setting will no longer be available. [Learn more](#)

Off



### On May 30, you may lose access to apps that are using less secure sign-in technology

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To help keep your account secure, Google will no longer support the use of third-party apps or devices which ask you to sign in to your Google Account using only your username and password. Instead, you'll need to sign in using [Sign in with Google](#) or other more secure technologies, like OAuth 2.0. [Learn more](#)

#### What do you need to do?

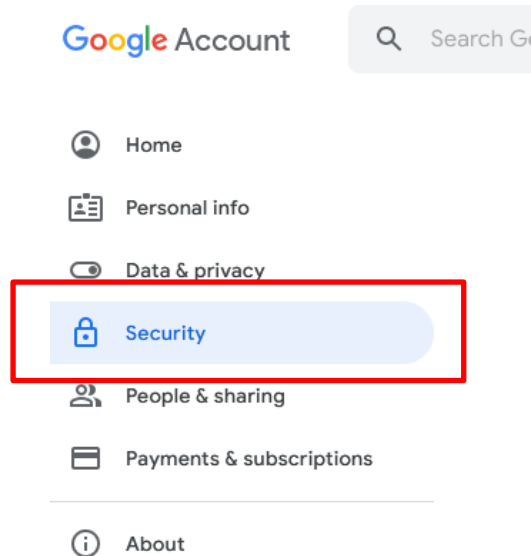
**Email software, like Outlook 2016 or earlier**, has less secure access to your Gmail. Switch to Office 365, Outlook 2019 or newer, or any other email software where you can sign in using **Sign in with Google**.

[Learn more](#)

1. Login into the Gmail account that you will be using for the scanning device.

<https://myaccount.google.com/>

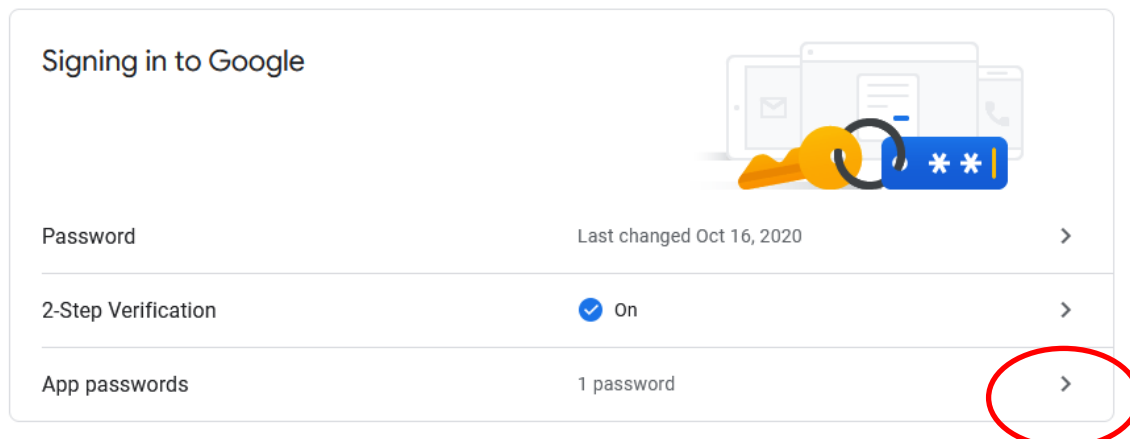
2. Select Security



3. Under "Signing in to Google," select App Passwords.

4. **You may need to sign in. If you do not have this option, it might be due to one of the below issues:**

- a. 2-Step Verification is not set up for your account.
- b. 2-Step Verification is only set up for security keys.
- c. Your account is through work, school, or another organization.
- d. You turned on Advanced Protection.



5. At the bottom, choose Select Device and choose "Other".

## ← 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)**

GENERATE

6. Enter a name for the device and press Generate.

You don't have any app passwords.

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

Sharp X

GENERATE

7. Copy the Device password shown on your computer. Select done.

### Generated app password

Your app password for your device

**dzcs bggw kgid qtdo**

How to use it

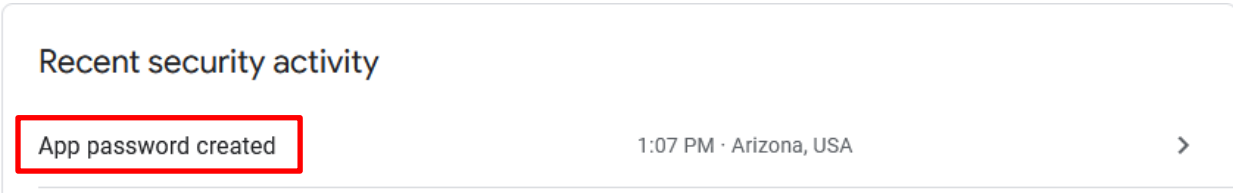
Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't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

DONE

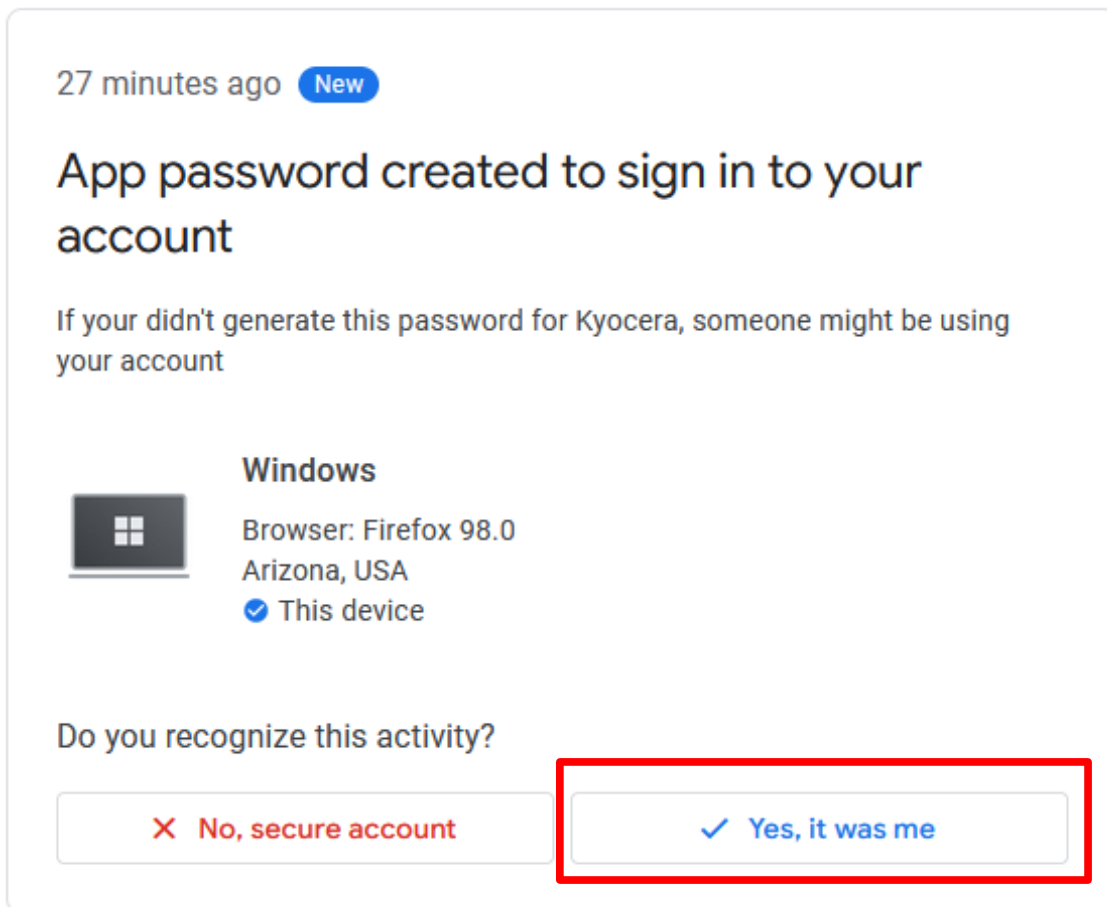
Email:

Password:

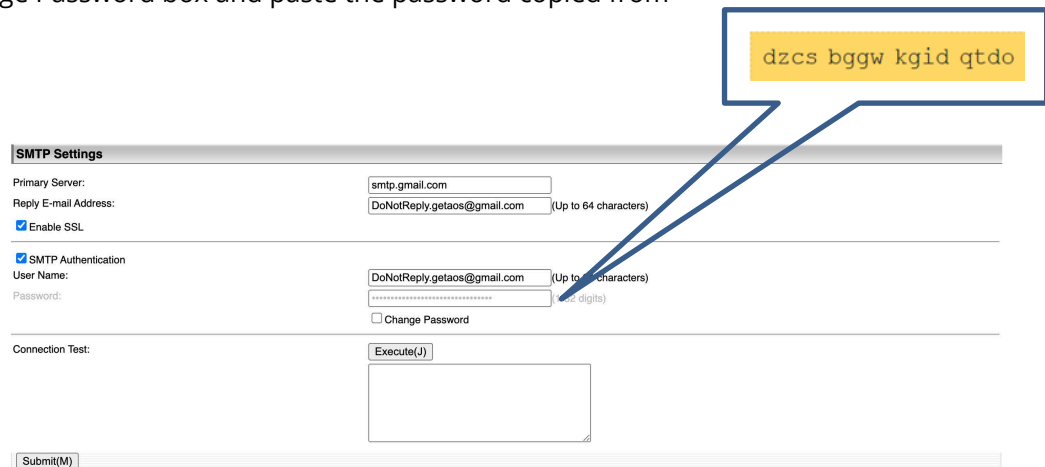
- Go back to your google account under Security and select "Recent security activity". Select the recent entry for App password.



- Select "Yes, it was me" to confirm change



10. Go to your Sharp Device's web interface by typing the device's IP into a web browser. If you need help finding the IP please follow the instructions below:
  - a. Go to your Sharp device
  - b. Select settings
  - c. Select System Settings
  - d. Select List Print User
  - e. Where it says "Printer Test page" change the drop down to say "NIC Page"
  - f. Select print
  - g. Locate where it says "IP address" on the printed page and enter that into your web browser
11. Select Network Settings from the side and scroll down to the SMTP Settings section .
12. Check the Change Password box and paste the password copied from step 7.



The screenshot shows the SMTP Settings configuration page. A callout box with a blue border and yellow background contains the password "dzcs bggw kgid qtdo". A blue arrow points from this box to the "Change Password" checkbox area. The form fields are as follows:

SMTP Settings	
Primary Server:	<input type="text" value="smtp.gmail.com"/>
Reply E-mail Address:	<input type="text" value="DoNotReply.getaos@gmail.com"/> (Up to 64 characters)
<input checked="" type="checkbox"/> Enable SSL	
<input checked="" type="checkbox"/> SMTP Authentication	
User Name:	<input type="text" value="DoNotReply.getaos@gmail.com"/> (Up to 64 characters)
Password:	<input type="password" value="*****"/> (2 digits)
<input type="checkbox"/> Change Password	
Connection Test:	<input type="button" value="Execute(J)"/>
	<div style="border: 1px solid gray; height: 30px; width: 100%;"></div>
<input type="button" value="Submit(M)"/>	

13. Select "submit" at the bottom of the page.