

# Upgrading your Gmail account for Scan to Email

In order for your Copier/MFD (Multi Function Device) to scan to E-Mail, it needs to be setup with an EMail account to send out your scan. Gmail accounts have been widely used for this purpose. Originally when many of these accounts were setup in the MFD, the email address and Gmail account password were entered into the MFD.

Starting on May 30, 2022, Gmail will no longer allow the account password to be used by the MFD. If your device is set up this way, scan to email will start failing on or after May 30<sup>th</sup>. A security upgrade to your Gmail account will be required to continue using Gmail for your scanning.

This upgrade requires an App Password to be created. This is a special password that allows the copier to send out your scan to E-Mail, but is not usable to directly access your Gmail account. This provides enhanced security. More info on this can be found at the following URL:

<https://support.google.com/accounts/answer/6010255>

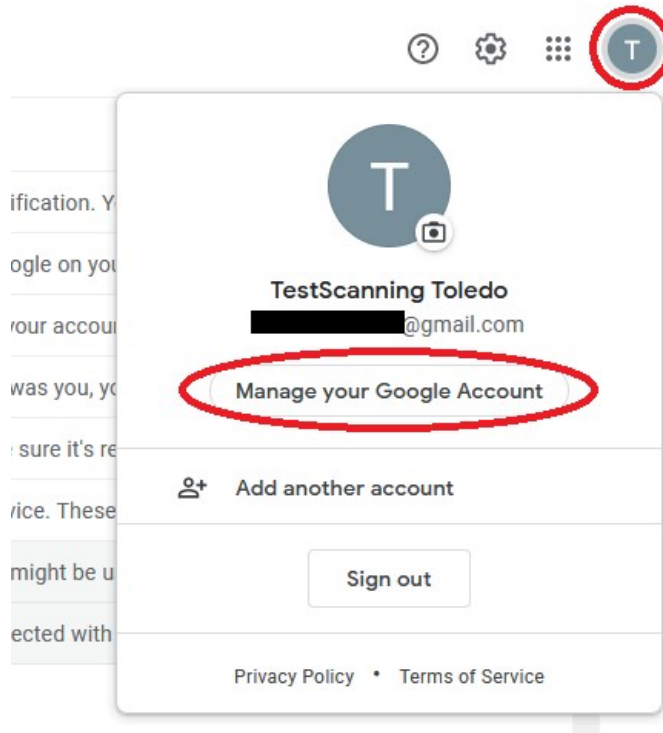
Unfortunately, there is no easy way to tell if you are using the upgraded method of scanning to your Gmail account.

First, you will need to know the email address of the Gmail account used by your MFD. If you do not know the account being used, look in your email and check the from address of a recent scan made from this device.

If you do not have a recent scan, you can also skip to the "Entering your Gmail App Password on..." section of this guide for the manufacturer of your MFD. When you get to Step 4, there will be a note explaining where the username/email address used for your Gmail account is located.

If you do not know the password for your Gmail account, you will need to reset it. If you are unable to reset your password, then you will need to create a new Gmail account. (Flex Technology Group does not have any way to view your passwords.)

This procedure will enable 2-Step Verification on this account. You may have to go through this process every time you log into this account. If you use this Gmail account for purposes other than scan to email from your MFD, you may want to consider making a Gmail account that is dedicated to your copier.



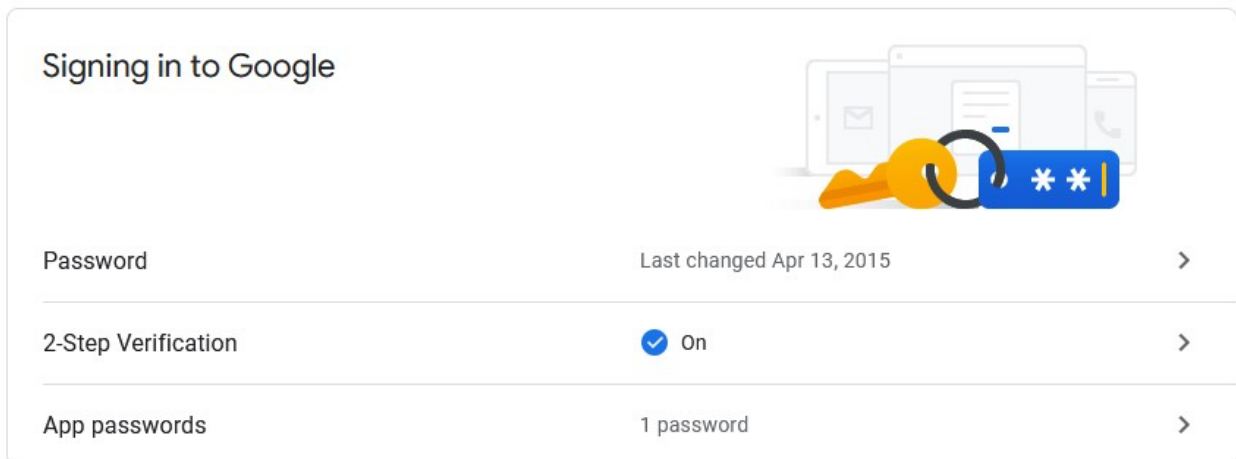
**Step 1:** Log into the Gmail account used for the copier.

Once logged in, click on the large letter in the top right corner of your screen.

Make sure you are in the correct account, then click on “Manage your Google Account”.

Click on the “Security” tab on your left.

Scroll to the box titled “Signing in to Google”. If it looks like below, then your Gmail account is most likely upgraded and ready to go. **You are finished with this guide!** If “2-Step Verification” is not set to “On” and at least 1 App password is setup, then you will need to complete this guide.




If your account is not upgraded, you will see this box about ¾ of the way down the Security page. This is the old way of scanning to your Gmail account. When you enable 2-Step Verification, this box will

disappear and any MFD's that use Less secure app access will no longer be able to scan until this guide is completed for them.

### Less secure app access


Your account is vulnerable because you allow apps and devices that use less secure sign-in technology to access your account. 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](#)

 On >

**Step 2:** You should already be signed into your Gmail account and on the “Security” screen from the above steps. If not, follow the steps at the start of this guide to get to the “Security” screen. Scroll down until you see the box “Signing in to Google”. If “2-Step Verification” is set to “On”, you can skip this step, otherwise, click on the “2-Step Verification” box.

### Signing in to Google



Password	Last changed Apr 13, 2015	>
Use your phone to sign in	<input type="checkbox"/> Off	>
2-Step Verification	<input type="checkbox"/> Off	>

Follow the prompts to setup and enable 2-Step Verification. When it prompts you to enter the 6-digit code, you do not need to enter the “G-” part at the beginning. Once you complete this, you will see the screen below. Click on the arrow to get back to the Security page.

## 2-Step Verification


2-Step Verification is ON since May 4, 2022

[TURN OFF](#)

**Step 3:** Scroll back to the “Signing in to Google” box. You should now see the “App passwords” line. Click on “App passwords”. You may be prompted to enter your password again.

If you do not see the App Passwords line, then you are likely using a G-Suite/Google Workspace account. Gmail is not changing these accounts at this time. **You do not need to complete this guide.**

### Signing in to Google



Password	Last changed Apr 13, 2015	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	None	>

Under the “Select app” dropdown, select “Other (Custom name)”.

You don't have any app passwords.

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

Select app      Select device ▼

- Mail
- Calendar
- Contacts
- YouTube
- Other (*Custom name*)

GENERATE

Enter a name for this MFD. The name is not important. If you have multiple MFD's, you may want to use the ID Number or something that will identify each machine. Click on Generate.

You don't have any app passwords.

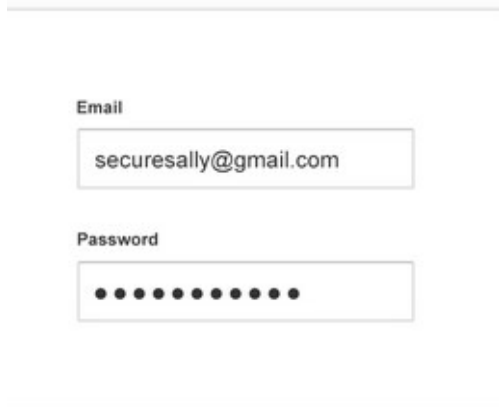
Select the app and device you want to generate the app password for.

Copier| \_\_\_\_\_ X

GENERATE

Here is your App Password! You do not need to write this down. Keep this screen open and continue on.

## Generated app password



Email  
secoresally@gmail.com

Password  
●●●●●●●●●●●●●●

### Your app password for your device

rskp pvqg iaic oilp

### 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](#)

**Step 4:** The App password has been created. Next, you will need to log into your device's web interface and enter this password.

Guides are included for Konica Minolta, Ricoh, Lexmark and HP. Skip down to the guide for your machine. When you get to the point of entering your app password. Cut and paste it from your Gmail account. Do not type it in.

If you have multiple MFD's that use this Gmail account, it is recommended to generate a different App password for each device.

The first time you access a MFD's web interface, you may get a message that is similar to the ones on the next page. Please follow the instructions on the next page on how to proceed past these messages.

## Security/Privacy Alert Messages

The first time you access a MFD's web interface from a particular computer and/or web browser, you may run across a security or privacy alert. They sound scary, but when connecting to your MFD, they are not a concern.

Your MFD handles its own security. Because they are not publicly accessible from the internet, their security requirements do not need to be as strict as for a public web site.

Your web browsers are designed to detect this and alert you when you are connecting to a site that has lesser security.



## Your connection is not private

Attackers might be trying to steal your information from **10.16.20.7** (for example, passwords, messages, or credit cards). [Learn more](#)

NET::ERR\_CERT\_AUTHORITY\_INVALID



To get Chrome's highest level of security, [turn on enhanced protection](#)

Advanced

Back to safety

These messages will vary depending on which web browser you are using.

The upper message is from Chrome (Edge is similar), the lower is from Firefox.



## Warning: Potential Security Risk Ahead

Firefox detected a potential security threat and did not continue to 10.16.20.7. 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...

To continue to the MFD's interface, click on the advanced button, then click on "Proceed (not safe)", or "Accept the Risk and

Continue"

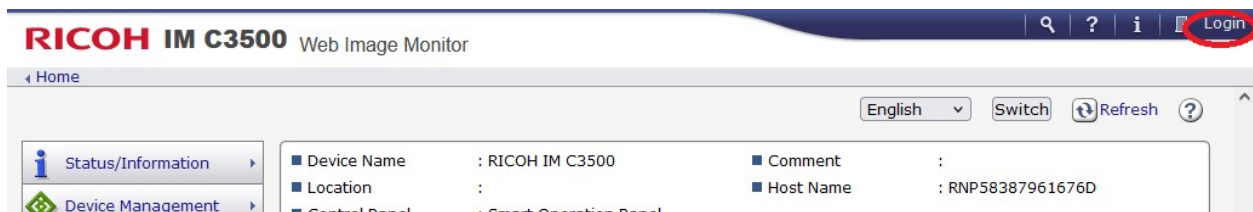
If you ever come across one of these messages while viewing a public web site, it could be a sign of an unsafe site, or one that has been compromised. Check with your IT department or the origination associated with the website before proceeding.

## Entering your Gmail app password on a Ricoh MFD

**Step 1:** Locate your machine's IP address. This is visible on the top of the device's screen in the information box. This box will cycle through several messages. You can wait for it to cycle to the IP address or tap on the box to show all of the messages.



**Step 2:** Open up a new tab in your web browser and enter this number into the address bar (do not enter it into search). The web interface for your MFD will come up. Click on the "Login" button in the top right corner of the screen.



On newer Ricoh's, the default login username/password is "admin1" and "12345678". Try this first, if it does not work, try "admin" as the username with no password. This was used on older Ricoh's.

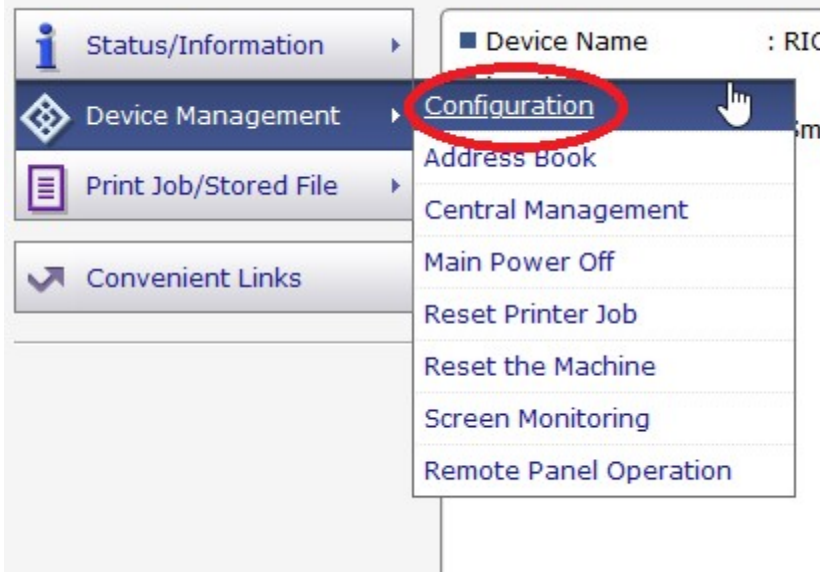
## RICOH Web Image Monitor

Login User Name :

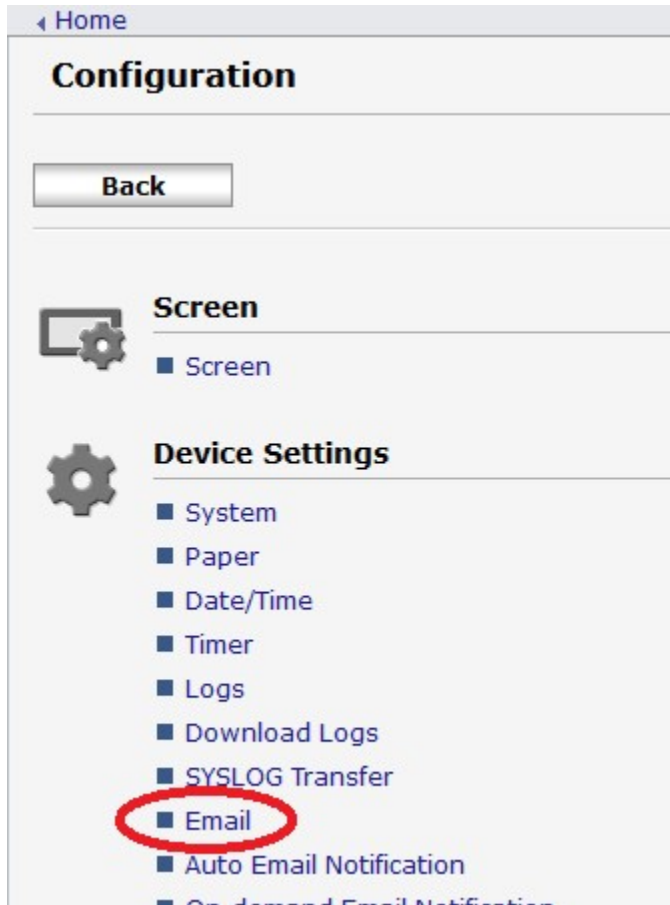
Login Password :

If neither of these work, then your IT department may have changed the administrator password. They will need to complete this procedure for you.





Once logged in, select “Device Management” on the left side, and then “Configuration”. If most of the items under “Device Management” are missing, then you not logged in.



Step 3: Click on “Email”.

**SMTP**

- SMTP Server Name : smtp.gmail.com
- SMTP Port No. : 465
- Use Secure Connection (SSL) :  On  Off
- SMTP Authentication :  On  Off
- SMTP Auth. Email Address : scan@gmail.com
- SMTP Auth. User Name : scan@gmail.com
- SMTP Auth. Password : Change
- SMTP Auth. Encryption : Auto Select ▼

**Step 4:** Click on the “Change” button next to “SMTP Auth. Password”.

**Note:** If you need to locate the email address being used for scanning, it is located on the “SMTP Auth. User Name” field. The “SMTP Auth. Email Address” and “Administrator Email Address” may be a different email address.

◀ Home

### Change SMTP Auth. Password

[Note] SSL communication is currently unavailable. The following items will be tr

- New Password : .....
- Confirm Password : .....

OK Cancel

Cut and paste the app password from your gmail account the “New Password” and “Confirm Password” boxes., then click on “OK”

to return back to the E-Mail settings. Scroll to the top and click “OK” again. If you do not click this 2<sup>nd</sup> ok, your password change will not be saved. Click “Logout” in the top right corner of the main screen.

Make a test scan. **If it goes through, then you are finished!** If you do not see your scan, check your spam or junk folders.

## Entering your Gmail app password on a Lexmark MFD

**Step 1:** Locate your machine’s IP address. This is visible on the top of the device’s screen.



**Step 2:** Open up a new tab in your web browser and enter this number into the address bar (do not enter it into search). The web interface for your MFD will come up. You normally will not need to log into the device. If you are prompted for a password, then your IT department has restricted access and will need to complete this process for you.



**Step 3:** Click on 'Email' in the menu.

**E-mail Setup**

Primary SMTP Gateway  Required.

Primary SMTP Gateway Port  Range: 1-65535. Default = 25.

Secondary SMTP Gateway

Secondary SMTP Gateway Port  Range: 1-65535. Default = 25.

SMTP Timeout  Range: 5-30 seconds

Reply Address

Always use SMTP default Reply Address

Use SSL/TLS

Require Trusted Certificate

SMTP Server Authentication

Device-Initiated E-mail  E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail

Use Active Directory Device Credentials

**Device Userid**

**Device Password**

Kerberos 5 REALM  Required for some Authentication Types.

NTLM Domain  Required for NTLM Authentication.

Disable "SMTP server not set up" error

**Step 4:** Locate “Device Password” field. Cut and paste the app password from your gmail account into this space, then click on “Save”.

**Note:** If you need to locate the email address being used for scanning, it is located on the “Device Userid” field. The “Reply Address” may be a different email address.

Make a test scan. **If it goes through, then you are finished!** If you do not see your scan, check your spam or junk folders.