

Knowledgebase > Using Deskpro > Admin > Gmail/Google Apps "modern security standards" email error

Gmail/Google Apps "modern security standards" email error Chynah Hayde - 2023-08-31 - Comments (0) - Admin

Question:

I tried to connect Deskpro to a Gmail account, and I got a "Sign-in attempt prevented" email saying someone tried to sign in to my Google Account "from an app that doesn't meet modern security standards".

What is causing this, and what can I do?

Answer:

Google is trying to move its email authentication system to use OAuth, a less common protocol that cannot be used by all Gmail users. If you use an @gmail email address, please follow the below steps. If you use G-suite, please follow this guide: Creating an OAuth2 application in Office365.

There are currently two possible solutions:

- 1. You can enable access using the standard protocols by going to https://www.google.com/settings/security/lesssecureapps (while logged into the affected Gmail/Google Apps account) and selecting "Less Secure Apps".
- 2. You can enable <u>2-Step Verification</u> for the affected Google account and create an <u>App</u> <u>Password</u> for Deskpro.