

Using secure login for Gmail email accounts

Phil Rigby - 2025-04-23 - [Comments \(0\)](#) - [Channels](#)

Google is rolling out an update which will disable 'less secure apps' from logging in to their Gmail platform to send or receive emails.

This means that the default **IMAP / POP3 / SMTP** or the **Manual** option for the **Gmail or Google Apps** email option will no longer work once the rollout is complete.

Account Details

Account Type

Select Type

Gmail or Google Apps

IMAP

MS Exchange

Office 365 (Exchange)

Office 365 (POP3/SMTP)

POP3

You must use the **OAuth** authentication method under the **Gmail or Google Apps** option by following the Gmail OAuth guide [here](#).

Account Details

Account Type

Gmail or Google Apps

Email Address

support@example.com

Authentication method

OAuth

 Get Access Code

Access Code

Warning

PLEASE NOTE FOR SELF-HOSTED CUSTOMERS

The **Gmail or Google Apps** account type uses the **POP3** method to fetch emails.

This is an extremely simple email protocol which has no concept of folders or 'read' emails. It will download all emails from your inbox then delete them once read.

This means that by default, if you previously used **IMAP** to handle your emails, you may have older emails in a folder or marked as read which **POP3** may attempt to process again.

Gmail has a setting which allows you to limit **POP3** to only mail which arrives from now on, meaning older emails Deskpro has already processed should not be re-processed. We recommend enabling this option when enabling **POP3** on your Gmail account.

Settings

General Labels Inbox Accounts Filters and Blocked Addresses **Forwarding and POP/IMAP** Add-ons Chat and Meet Advanced Offline Themes

Forwarding:

[Learn more](#)

Add a forwarding address

Tip: You can also forward only some of your mail by [creating a filter](#)!

POP download:

[Learn more](#)

1. Status: POP is disabled

- ☐ Enable POP for all mail
- ☒ Enable POP for mail that arrives from now on

2. When messages are accessed with POP keep Deskpro Mail's copy in the Inbox

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

IMAP access:

(access Deskpro Mail from other clients using IMAP)

[Learn more](#)

When I mark a message in IMAP as deleted:

- ☐ Auto-Expunge on - Immediately update the server. (default)
- ☒ Auto-Expunge off - Wait for the client to update the server.

When a message is marked as deleted and expunged from the last visible IMAP folder:

- ☒ Archive the message (default)
- ☐ Move the message to the Trash
- ☐ Immediately delete the message forever