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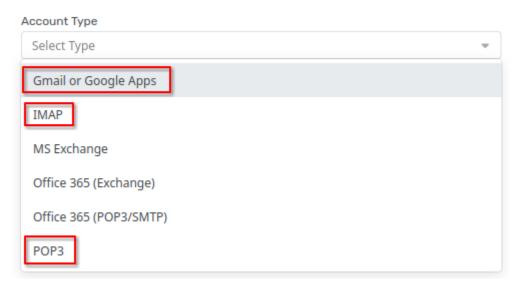
## Using secure login for Gmail email accounts

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

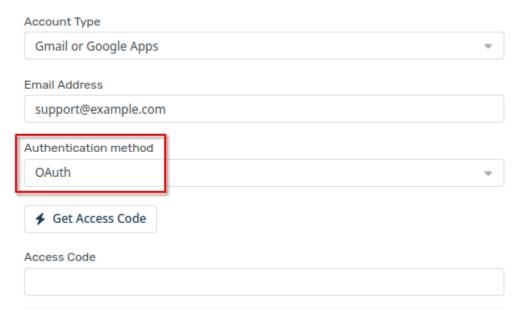
This means that the default IMAP / POP3 / SMTP or the Manual option for the Gmail or Google Apps email option will no longer work once the rollout is complete.

## **Account Details**



You must use the **OAuth** authentication method under the **Gmail or Google Apps** option by following the Gmail OAuth guide <a href="here">here</a>.

## **Account Details**



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.

