

## Gmail/Google Apps "modern security standards" email error

Ben Henley - 2017-11-09 - Comments (0) - Using Deskpro

### 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 their email authentication system to use OAuth, a less common protocol that has not yet been widely adopted by other providers. We are working to add support for this to Deskpro.

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 [2-Step Verification](#) for the affected Google account, and create an [App Password](#) for Deskpro.

Tags

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