

## Unable set up a Gmail account in an Act4 Product

If you are unable to use a Gmail account in the Email settings section of any Act4 Products, then you will need to enable 2factor authentication on your Gmail account, and use an **App Password** instead of your regular account password. Instructions on setting up an app password can be found here: <https://support.google.com/accounts/answer/185833?hl=en#zippy=>

When generating an app password, please pick **Mail** and **Other (Custom name)** as shown below.

Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

**Your app passwords**

Name	Created	Last used
MailManager	10:21 AM	—

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

**Mail** ▼

- Select device
- iPhone
- iPad
- BlackBerry
- Mac
- Windows Phone
- Windows Computer
- Other (Custom name)**

**GENERATE**

Unique solution ID: #1001

Author: Ahsan

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