



Support Document: Gmail App Password Setup Guide

March 2022

Google and the Gmail email service are trademarks of Google LLC and this guide is not endorsed by or affiliated with Google in any way.

The "R.O. Writer" name and logo are properties and registered trademarks of Constellation R.O. Writer Inc. Copyright © 2022 Constellation R.O. Writer Inc. All Rights Reserved.

Any reproduction, redistribution, and/or other use of the information, images, graphics, content, and material, in whole or in part, contained herein without the express written permission of an authorized representative of Constellation R.O. Writer Inc. is prohibited.

Contents

- Introduction 3
- Step 1 – Generate the App Password for Your Gmail Account 3
 - 1a – Configure 2-Step Verification (if not Already Configured) 3
 - 1b – Generate the App Password 4
- Step 2 – Replace Your Password With the App Password in R.O. Writer Email Configuration 5
 - R.O. Writer Email Configuration 5
 - R.O. Writer DVI Suite Email Configuration 5

Introduction

Google recently announced a change in policy regarding “less secure apps” accessing Google accounts. Starting May 30, 2022, Google will not allow third-party applications to log into a Google account with only a username and password.

To read the announcement, click the following link: [Less secure apps & your Google Account - Google Account Help](#).

R.O. Writer and R.O. Writer DVI Suite are third-party applications that log into Google accounts. After May 30, 2022, Google will only accept logins from third-party applications that use an App password instead of a standard password.

An App password is a 16-digit passcode generated from and stored in the Google account. The App password grants the third-party application permission to log into the Google account.

For more information about App passwords in Google, read the following article: [Sign in with App Passwords - Google Account Help](#).

If you have configured R.O. Writer applications to use a Gmail account to send emails, you must generate an App password for that Google account. Then, you need to replace your current password with the App password everywhere email is configured.

If you do not replace your current password with an App password **before May 30, 2022**, you will lose the ability to send emails in R.O. Writer applications!

These steps are relatively easy to complete and should only require approximately 15 minutes.

Step 1 – Generate the App Password for Your Gmail Account

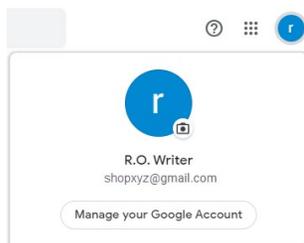
You need to generate an App password for the Gmail account you use to send email in R.O. Writer applications. Please note that Google will not allow you to generate an App password unless 2-step verification is configured for the account.

For more information about 2-step verification in Google, read the following article: [Turn on 2-Step Verification - Google Account Help](#).

1a – Configure 2-Step Verification (if not Already Configured)

Complete these steps:

1. Launch the Google Chrome browser and log into your Google Account.
2. Click your account icon in the upper, right corner of your screen and click the Manage Your Google Account button.



3. In the navigation panel on the left, click Security.
4. Scroll down and click 2-Step Verification > Get Started. (If 2-Step Verification is set to On, you can skip the next steps and go to 1b – Generate the App Password.)
5. Follow the steps on the screen. You will be asked to enter a phone number.
 - Make sure the phone number you enter is a cell phone you have access to.
 - Google will text a code to this number the next time you log in. You will have to enter that code to be able to log into the account.
6. Log out and log back into the Google account.
7. You are prompted to verify the login.
 - You should receive a text with a code on the cell phone number you entered in Step 5.
8. Enter the code from the text message and you are logged in. 2-step verification is now fully configured.

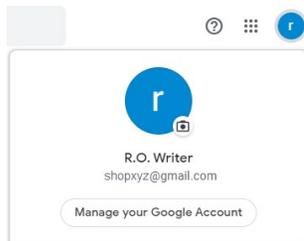
1b – Generate the App Password

After 2-step verification is configured, you can generate the App password.

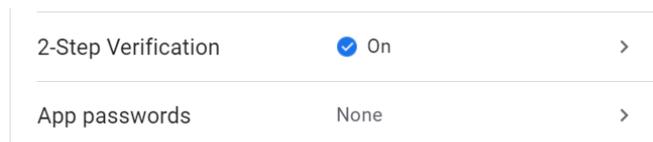
When you generate the App password, it appears on the screen only once. Google will never display this code again and you will no longer have access to it. You must remember this code because you will have to enter it in R.O. Writer applications.

Complete these steps:

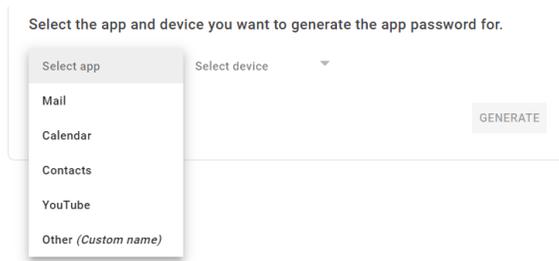
1. Launch the Google Chrome browser and log into your Google Account.
2. Click your account icon in the upper, right corner of the screen and click the Manage Your Google Account button.



3. In the navigation panel on the left, click Security.
4. Scroll down and click App Passwords.



- If the App Passwords setting does not appear, it means that 2-step verification is not configured. Go to Step 1a and configure 2-step verification.
5. You are prompted to log into your account again. Log in and the App Passwords screen appears.
 6. Click Select App > Other (Custom Name).



7. Type "ROWriter" in the field provided and click the Generate button.

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

ROWriter

GENERATE

8. The 16-character code that appears in the yellow bar is your App password.
 - This is the only time Google will display this code. If you lose this code, you will have to generate another one.
 - You need to enter this code as the password wherever email is configured in R.O. Writer applications.

Step 2 – Replace Your Password With the App Password in R.O. Writer Email Configuration

After you generate the App password for your Gmail account, you need to replace your current password with the App password everywhere email is configured in R.O. Writer applications.

R.O. Writer Email Configuration

Complete these steps:

1. Open R.O. Writer Configuration and click File menu > Email Setup.
2. In the Password field, delete the contents and type in the App password.
3. Click Test Connection. A confirmation message appears saying the email was sent successfully. Click OK.
4. Click Save.
5. Repeat these steps for each computer or user in the network.

R.O. Writer DVI Suite Email Configuration

Complete these steps:

1. Open the R.O. Touch Command Console.
2. Click Configuration > Email Settings.
3. In the Password field, delete the contents and type in the App password.
4. Click Send Test Email. A confirmation message appears saying the test email was sent successfully.
5. Click Save.