# App-Specific Passwords

Starting on May 30th, 2022, Google will no longer allow clients to turn on the "Less Secure App Access" setting within their Google accounts. The setting will be removed entirely from the security screen and, presumably, many of our clients using the free texting feature will all end up getting BAD CREDENTIAL errors. While this is not 100% confirmed, it's better to be safe than sorry. The steps listed below will explain how to setup "App-Specific Passwords" for Gmail users (so far this has been tested and works).
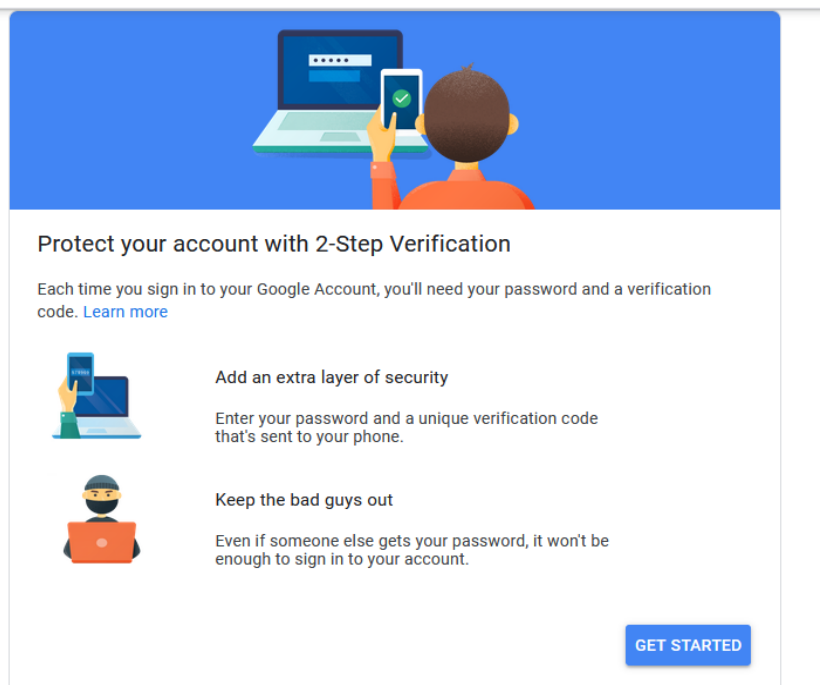
1. To begin, we will be doing the same steps as we would to get to "Less Secure App Access". Simply open Gmail, and select the Profile icon in the top right of the screen. In the pop-out menu, select "Manage Your Google Account".

2. In the past, we've always told everyone to turn off "Two-Step Authentication" for the "Less Secure App Access" setting to appear. Now, we will be turning **ON** "Two-Step Authentication".

**NOTE: Please keep in mind, the Client will NEED a working Cell Phone for this to work. Make SURE the phone number being used is ALWAYS accessible. If we turn this setting on they will need their password and a code from their phone to sign in. My suggestion would be to use the Provider/Owner's Cell Phone # for this, however, defer to the Office for what they would prefer.**

3. Click on Security from the left menu. In the middle of the screen in the Signing in to Google section you will see 2-Step Verification. Click on the Off icon to enable it. Once you elect to turn on Two-Step Authentication, you will be brought to this screen. Click "Get Started".

4. Enter in the Gmail Account's password, and on the next screen confirm the Phone Number for the account. At this point, the Client can change the phone number to whatever they prefer. At the bottom, they can select how they would like to receive their codes. They can choose either Text Message or Phone Call. Again, for simplicity sake, I'd select Text Message. After making your selection, click Next.



5. Within a few minutes of clicking Next, they will receive a code to the device. Simply enter the Code and Click next.

6. On the next screen, select "TURN ON" and it will bring you to your Two-Step Authentication page. On this screen, click on the backwards facing arrow to return to the security page.

7. Click the back arrow to go back to the Security Page and scroll down to the box labeled "Signing in to Google" you'll notice a new option has been added labeled "App-Specific Passwords". Click this. It will ask for your password, enter it and proceed.

8. You will be prompted for your password. Once entered, click OK and on this Page, titled "App Passwords" you will have two boxes. One says "Select App" the other says "Select Device". Under the Box that says "Select App" choose "Other", the box will then change to a text field, allowing you to name the App using this password. Simply type "ECLIPSE" and click "Generate". Your screen should look like this:



After you choose "Other" and fill in the name, it will look like this:

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. Learn more

You don't have any app passwords.

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

ECLIPSE           ✕

GENERATE

Click Generate and you will then be given this screen:

## Generated app password

### Your app password for your device

eakq oliq itjs noug

### How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above.
Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

**DONE**

Email

securesally@gmail.com

Password

● ● ● ● ● ● ● ● ● ● ● ●

10. Copy the password from the box (highlight it, copy it (ctrl + c)). In ECLIPSE, click on File | Database Tables | Users. Enter your System Administrator Password and click OK.

Open each user that will be using this email and replace the current password with the app password from Google. Once you've done this, click "DONE".

**IMPORTANT: DO NOT CLOSE THIS SCREEN UNTIL YOU ARE 100% DONE WITH CHANGING THE PASSWORD IN <u>EVERY</u> ECLIPSE USER THAT WILL BE EMAILING. FAILURE TO DO SO WILL REQUIRE YOU TO DELETE THE PASSWORD AND GENERATE A NEW ONE. YOU CAN <u>NOT</u> RETRIEVE THIS PASSWORD AFTER CLOSING THIS SCREEN.**

# Using App Passwords

## For Emailing and Texting:

1. To correct issues related to sending Emails and Text Messages using Gmail, first copy the password on the screen. You can do this by left clicking and dragging from the left to the right. Right click when all the letters are highlighted and choose "Copy".

2. Go into the ECLIPSE program and open up File > Database Tables > Users. Enter in your Admin pa ssword and open up any of the users that send emails/text
messages. On the right side of this screen, you will see a section headed "Email".

3. Right click in the password box and, in the pop-out menu, click "Paste". This will paste your new, 16-character password in the box, it will not have the spaces that seem to be present on the App Password section, however, that is intended. Your screen should now look like this:



4. Simply follow these instructions for all users who send emails/text messages and you should be able to resume sending as normal. You must log off of ECLIPSE and log back in for the changes to take affect.

# For Google Calendar:

1. To correct issues related to using the Google Calendar, first copy the password on the screen. You can do this by left clicking and dragging from the left to the right. Right click when all the letters are highlighted and choose "Copy".

2. Go into the ECLIPSE program and open up File > Database Tables > Providers. On the right side of this screen, you will see a line titled "Email" and one below that titled "Password".

3.  Right click in the password box and, in the pop-out menu, click "Paste". This will paste your new, 1 6-character password in the box, it will not have the spaces that seem to be present on the App Password section, however, that is intended. Your screen should now look like this:

**Edit Provider Information** ✕

General  PIN's  Appointments

| | | |
|---|---|---|
| Office ID | 0 | Phone / Ext  575-353-2312 |
| Provider ID | 1 | Fax |
| Office name | Florida Doctors | E-mail  testemail@gmail.cor |
| Provider first | John | Password  drrtyuuopiolkjyu 👁 |
| Provider last | Florida | Direct ✚ |
| Suffix | Sr | Degree  D.C. |
| Address | 123 Anywhere Blvd | Entity type  Person |
| City | Tampa | Provider Code  Billing |
| State / Zip | FL  33605-145: | CC Merchant ID Override |
| Comments | | Retail (swipe) |
| | | Stored CC |

☐ This provider is not currently active & will not appear in the active provider name index (all providers appear in the other indexes).

☐ Hold (do not create) new bills. NOTE: This disallows all new bills for current patient case once a service is added for this provider.

☑ Enable Google calendar updates

[ Copy  exisiting database entry ]

[ OK ]  [ Cancel ]  [ Help ]

4. Simply follow these instructions for all providers who utilize the Google Calendar.  This concludes the portion of the setup related to Google Calendar Updates.