

Domain troubleshooting: Unable to connect to the Google email server in Email from your domain

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ScheduleOnce uses a basic SMTP connection to connect to your Google Account. The connection is completely secure and ScheduleOnce does not have access to your Google credentials. However, Google considers basic SMTP authentication to be less secure than connecting through the Gmail API.

In order to connect the Google email server in [Email from your domain](#), you must either enable access to [less secure apps](#) or use 2-Step Verification with an App Password. Which option you use depends on the authentication setting of the Google account you are trying to use.

In this article, you'll learn how to handle a connection error when setting up [Email from your domain](#) with a Google email server.

Enabling less secure apps

Note:

The access to the [less secure apps](#) setting is account-specific, so you must update the Google account for the mailbox you want to use.

1. Sign in to the Google account of the mailbox that you want to use for Email from your domain.
2. Go to [Google account](#) -> [My Accounts](#) -> [Security](#) -> [Less secure app access](#).
3. In the **Less secure app access** section, click **Turn on access** (Figure 1).

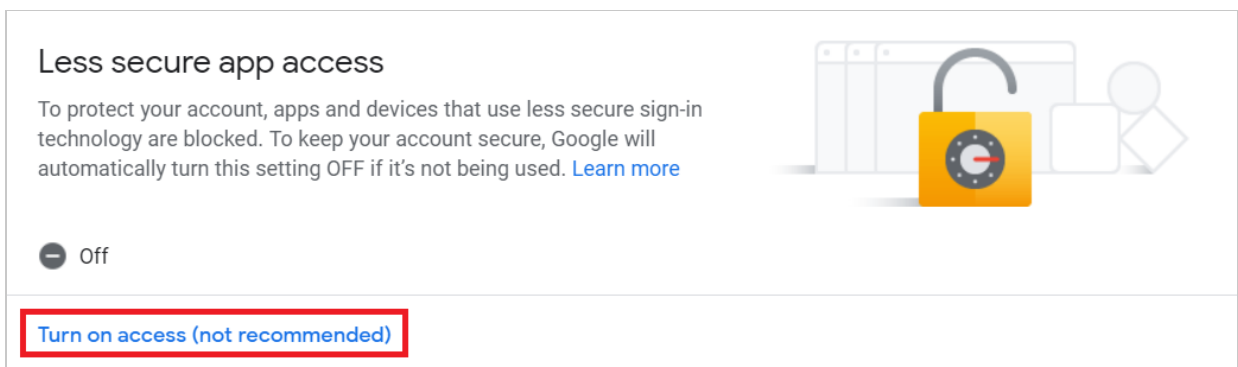


Figure 1: Turn on less secure app access

4. In the Less secure app access page, toggle Allow less secure apps **ON** (Figure 2).

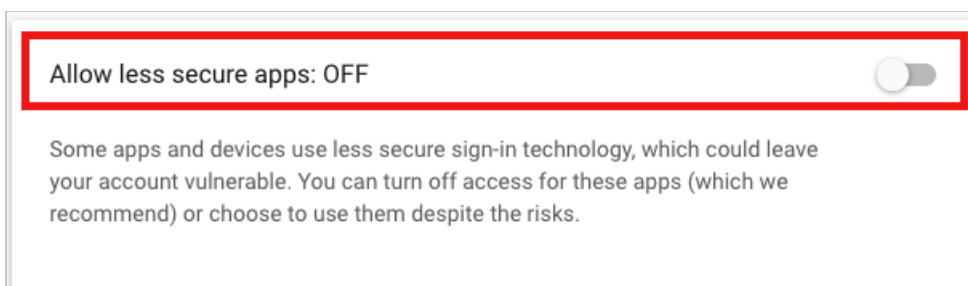


Figure 2: Allow less secure apps

 **Note:**

Access to the less secure apps setting will not be available and will be hidden in the following scenarios:

- 2-Step Verification is enabled for your account. Such accounts require an [App Password for less secure apps access](#).
- Your G Suite administrator locked the less secure app account access option. In this case, you must use 2-Step Verification with an App Password.

Generating an App Password for 2-Step Verification

If you use 2-Step Verification, you'll need to generate an App Password in your Google Account and use it as your password in the **Send Email from your domain** page.

[Learn more about G Suite passwords](#)
