



Scan to Email, Gmail, and the Google App Password

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Are you using a Gmail account with scan to email on your Xerox printer or multifunction printer? If so, changes that <https://atyourservice.blogs.xerox.com/2022/06/01/scan-to-email-gmail-and-the-google-app-password/> 1/5 6/10/22, 11:23 AM Scan to Email, Gmail, and the Google App Password - At Your Service were made on May 30, 2022, by Google, will impact your ability to send emails from your printer. These changes made by Google will affect most multifunction devices that email regardless of printer manufacturer. This will only affect you if you use Gmail accounts in the printer.

The Scan to Email Issue

Google is requiring Gmail account users when scanning to email to use a Google App Password from now on. This is a requirement from Google and *not* from Xerox. Without the Google App Password, the printer will stop sending emails. This may lead you to believe there is an issue with the printer, but the issue is this change in Google security and permissions. After May 30, 2022, Google will no longer support the use of third-party apps or devices like your multifunction printer to sign into your Google Account using only your username and password. The Google App Password will be required.

The Suggested Fix

An app password is a 16-digit passcode that gives a non-Google app or device permission to access your Google Account. The required password is obtained by turning on 2-Step Verification in the customer's Gmail accounts. The instructions for this process are outlined in the Gmail Help article [Sign in using app passwords](#). Once the App Password has been created, it can be used for the printer to authenticate, and used for Scan to Email. According to Gmail Help, most of the time the app password will only have to be entered once per app or device, so no need to memorize it. The process to update the authentication can vary depending on the Xerox printer model. If there are any questions about where the password is input in the printer, check in the [online support](#) for your printer or contact your [local support centre](#).

This is a change that can be quickly addressed to get you back to scanning to Gmail accounts once again!
