How to Update Google Gmail Account Security

Setting up 2-Step Verification

1. Go to your Google Account at https://myaccount.google.com
2. From the menu on the left-hand side, select **Security**.
3. Scroll to the **Signing in to Google** settings box, and check whether there is an option for **App passwords**.
4. If this option is not available, you will likely need to set up 2-Step Verification for your account.
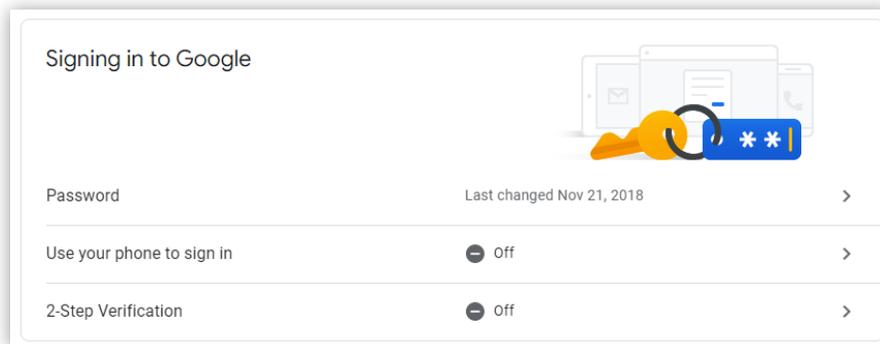

5. If you can see an option for **App passwords** skip to the section on <u>**Setting Up an App Password for Fire Station Software**</u> below. If not, continue to the next step.
6. To set up 2-Step Verification click the arrow to the right of the line that says **2-Step Verification**.
7. This will bring you to an introduction page for 2-Step Verification. Click the **Get Started** button.
8. On the next page, you need to pick a secondary method of authentication for your Google account. If you have a smartphone associated with your account, you will be able to select that, otherwise, click on **Show more options** to select an alternative.
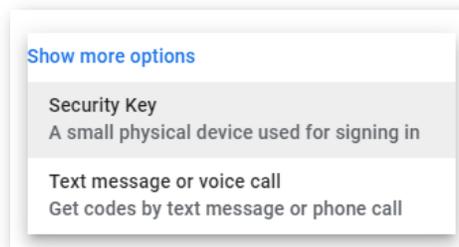
9. If you have a physical security key, you can select **Security Key** and follow the directions to set up your key. Physical security keys are beyond the scope of this guide.
10. Otherwise, choose **Text message or voice call**. Then you will be asked for a phone number and whether you wish to receive text messages or phone calls to verify logins to your account.
11. Follow the directions presented to you, and Google will send you a text or phone call to verify that things are working.
12. Once the test has successfully passed, select **Turn On** to go to the 2-Step Verification setting on your account.
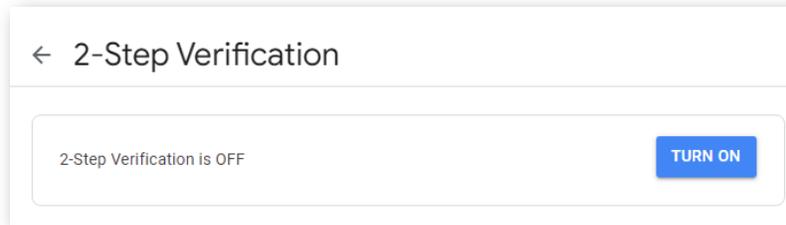
13. Once you've completed this, click the back arrow to the left of the **2-Step Verification** title to return to the main Security settings page.
14. Verify that you now have the option to configure **App passwords** in the **Signing in to Google** section. If you do, proceed to the next set of instructions, **Setting Up an App Password for Fire Station Software**.
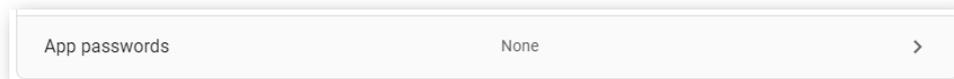

If the **App passwords** setting is still unavailable, it's possible that your organization has either restricted creation of app passwords, or is part of Google's Advanced Protection Program.

In those cases, you will need to coordinate with your organization's Google account manager to either unlock App Passwords, or to set up an alternate e-mail account that is able to send mail through the SMTP protocol.

If you need further assistance, please contact Fire Station Software technical support.

**Setting Up an App Password for Fire Station Software**

1. Click the arrow to the right of **App passwords** in the **Signing in to Google** settings. You may be asked to login to your account again at this point.
2. Under **Select the app and device you want to generate the app password for** there are dropdown menus for **Select app** and **Select device**.
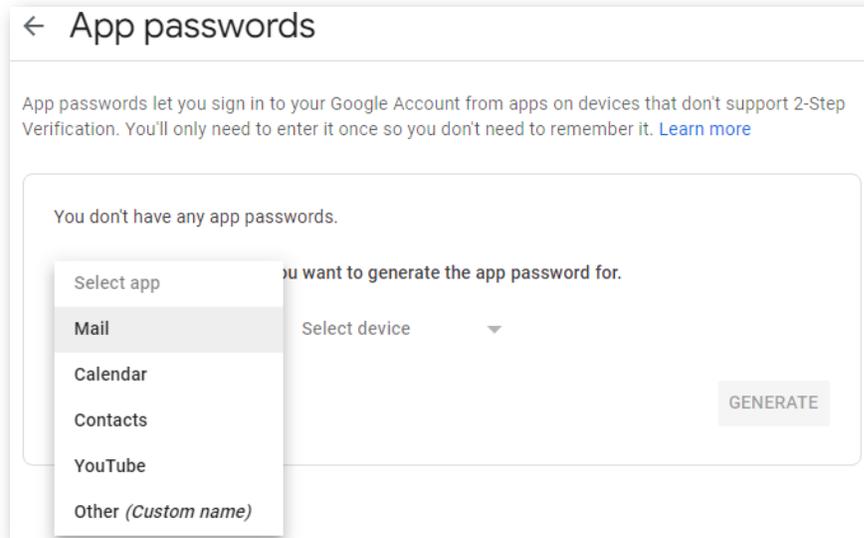
For **Select app**, choose **Mail**, and for **Select device**, choose **Other (custom name)**. A line will appear which allows you to enter a name for this app password, for instance, **Fire Station Software**.
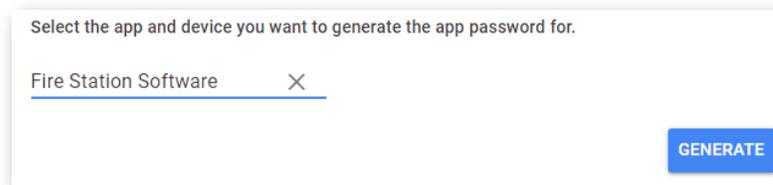

3. Click the **Generate** button.
4. You will be presented with a window containing the app password you just created.
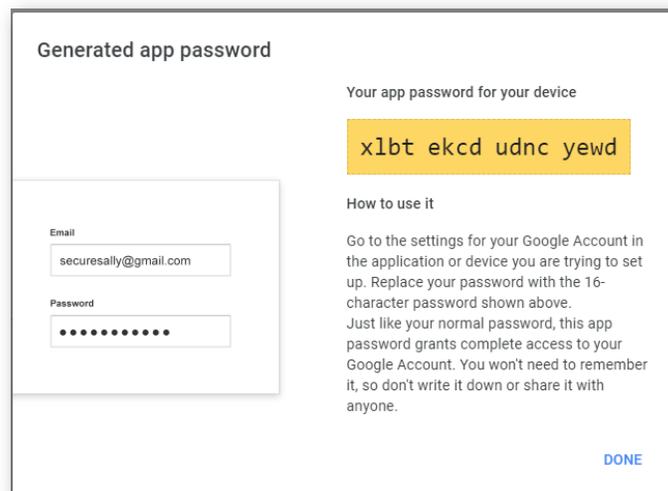
This password, without the spaces (in this example, "xlbtekcdudncyewd"), is the password you will use in the e-mail configuration of the Fire Station Software application. If you want to copy

this password to paste later, you can click to highlight all the letters and spaces in the yellow box and hit Ctrl-C. Spaces will automatically be removed. You only need to save the password long enough to enter it into Fire Station Software. You can always generate a new app password if it needs to be entered again.

5. Click **Done**. You should now see the new **Fire Station Software** app password registered in **Your app passwords**.
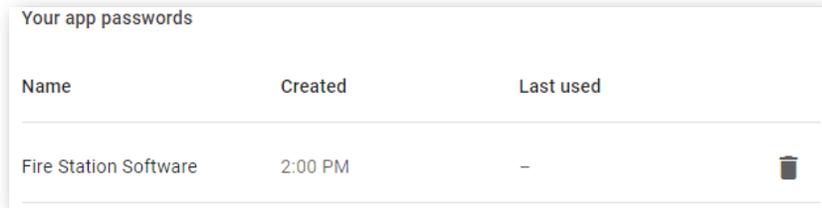
Configuring Fire Station Software

1. In Fire Station Software, navigate to **Admin**>**Manage Settings** and choose the **Email** tab.

2. In the **Password** field, enter the app password you just created. If you copied it using Ctrl-C after generating it, you can paste it in with Ctrl-V, or just manually enter it in with no spaces.
3. Click the **Send Test Email** link under the settings to make sure the new configuration works.

If you have any questions or need any assistance, please visit the Support page of our website at www.firestationsoftware.com or contact our support desk at support@firestationsoftware.com.

For more information about Google Account security, please refer to this article: Less secure apps & your Google Account - Google Account Help