

Google Two Step Verification and TDO

277 [TDO KB](#) October 26, 2023 [Troubleshooting](#) 12.86K

Overview:

Two factor authentication (2FA) can be used to add a layer of security to your online accounts. If you use GMail or GSuite (the email accounts [provided as part of the TDO Cloud Services package](#)), you can enable two factor authentication to add a measure of security to your account. However, you'll need to take some additional steps to make sure that 3rd party apps (e.g. Outlook, Thunderbird, and most importantly TDO) can access your account.

Detailed Steps:

Enabling 2-Step Verification:

1. On your desktop computer: open a browser and log into your GMail or GSuite account.
2. Open your 2FA settings by navigating to <https://myaccount.google.com/signinoptions/two-step-verification/enroll-welcome>, or click the icons shown in the screenshots below to open that menu.

← 2-Step Verification



Protect your account with 2-Step Verification

Each time you sign in to your Google Account, you'll need your password and a verification code. [Learn more](#)



Add an extra layer of security

Enter your password and a unique verification code that's sent to your phone.



Keep the bad guys out

Even if someone else gets your password, it won't be enough to sign in to your account.

[GET STARTED](#)

Note:

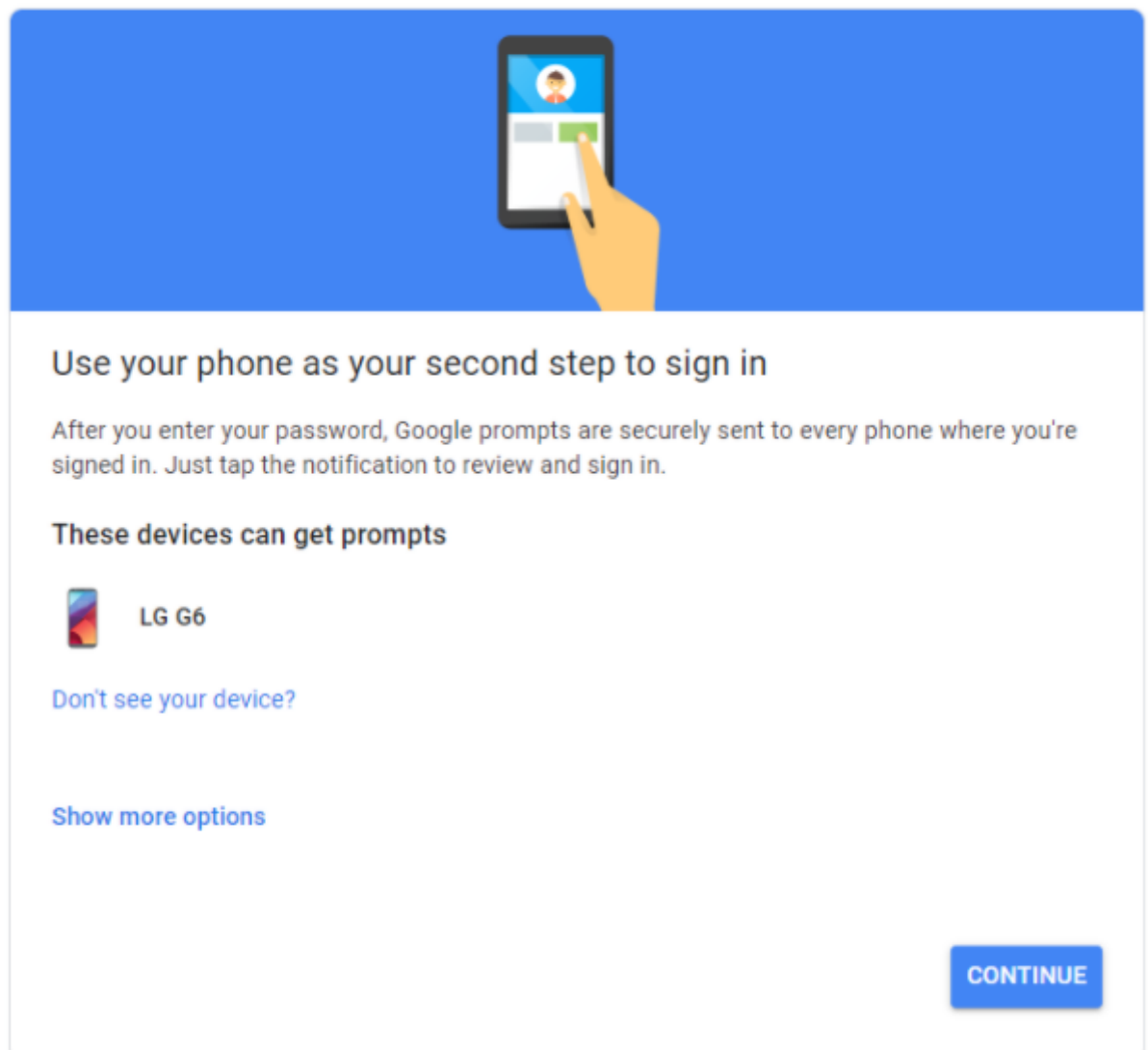
If you don't see the option to enable two factor authentication, you may have to have your domain's administrator enable this feature in GSuite's admin console. If TDO Support administers the GSuite account for your domain, please [contact us](#) to have this enabled.

Google Prompt

Note: Google supports several other verification methods, including their Authenticator app and physical security keys. In this article, we'll only be covering the Google Prompt, SMS, and phone call methods. For information about other methods, see [this page](#).

3. Using your compatible smartphone (running either iOS or Android), install the GMail app and log in to your account. [\[GMail for Android\]](#) [\[GMail for iOS\]](#)
4. Once you have installed the GMail app and logged in, you should see your device(s) listed on the 2-Step Verification setup page. To enable Google Prompt click 'TRY IT NOW'.

← 2-Step Verification



5. You'll receive a prompt on any device(s) signed into your GMail account. The prompt will display the type of device requesting authentication, as well as the location and time of the

request. After verifying this information, click 'Yes' on this prompt.

3 minutes ago

New

New sign-in on LG G6

 celso@tdo4endo.com

Your account is at risk if this wasn't you



LG G6
California, USA

Do you recognize this activity?

 No, secure account

 Yes, it was me

6. Back on your desktop, you'll be asked to set a backup verification option. Enter your phone number and select whether to receive either a text message or a phone call.

← 2-Step Verification



Almost there! Add a backup option

If you lose your phone or your second step is unavailable, you'll need a backup option to help you get in to your account.



11234567890

Google will only use this number for account security.

Don't use a Google Voice number.

Message and data rates may apply.

How do you want to get codes?



Text message



Phone call

[USE ANOTHER BACKUP OPTION](#)

SEND

7. On your desktop, enter the code that you received.

← 2-Step Verification



Confirm that it works

Google just sent a text message with a verification code to [REDACTED]

Enter the code

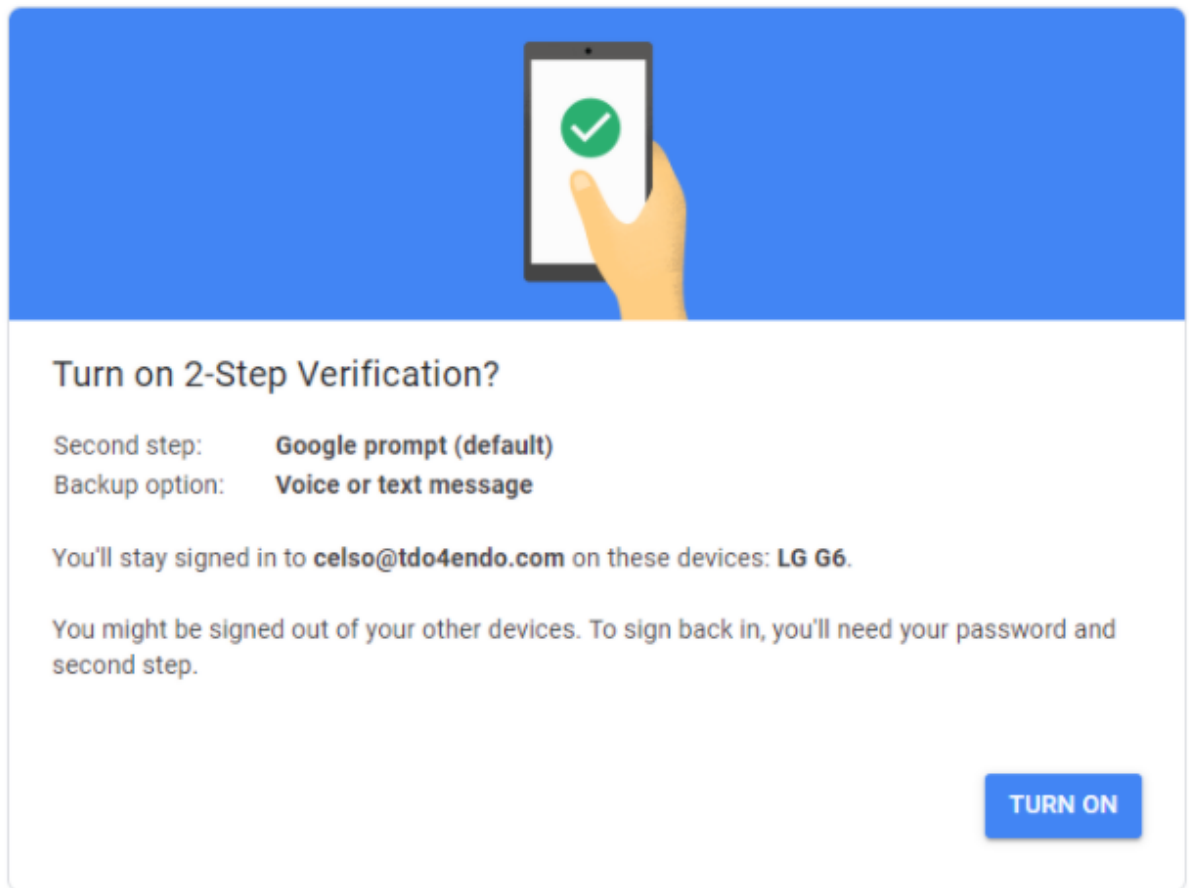
714076

Didn't get it? [Resend](#)

[BACK](#) [NEXT](#)

8. Once both verification methods have been tested, you'll be prompted to turn on 2-Step Verification.

← 2-Step Verification



App Passwords

9. For devices and applications (such as TDO) that can't utilize 2-Step Verification, you'll need to generate an app password. Navigate to <https://myaccount.google.com/apppasswords>, or click on the menus shown in the screenshot below.

← 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.

Select app



Select device



GENERATE

10. Select 'Other (Custom name)', and enter 'TDO' for your App password's name, then click 'Generate' and copy it to your clipboard.

← 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](#)

Your app passwords

Name

Created

Last used

TDO

10:04 AM

–



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

Select app



Select device



GENERATE

11. Enter the password into the SMTP configuration screen in TDO. See [this article](#) for more information on SMTP configuration.

Online URL: <https://kb.tdo4endo.com/article.php?id=277>