Email Settings – Configure Email for Sending from 1place

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Overview

The **Email Settings** screen allows a 1place user to connect their email account to 1place.

Once configured, 1place can use the user's email account to send emails such as:

- Invoices
- Purchase Orders
- Other documents and transactions that are emailed from 1place

An **App Password** may be required depending on the email provider.

Configure User Email Settings

1. In **1place**, click **Settings** (gear icon) in the upper-right corner.
2. Select **Users**.
3. On the **User Security List**, click the **pencil** icon for the user.
4. Select the **Email Settings** tab.
5. Select the user's **Email Provider**. The **Outgoing Mail Server** will auto populate depending on your selection.
6. For the **Outgoing Server Port**, set this to **587**. This is the recommended industry standard for secure email submission and ensures your emails are transmitted safely without being blocked by your internet provider.

7. Enter the user's **Email Address**.

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9. Enter the required **App Password** in the **Password** field.
    - See Generate an App Password below.
10. Click **Test Connection**.
11. If the connection test is successful, click **Save**.

> Important: Use the email provider's App Password when required. Do not use the user's regular email account password unless the email provider specifically requires it.

Generate an App Password

An App Password is a password generated by an email provider for applications that need to access an email account without using the provider's normal sign-in process.

The process varies by email provider.

Yahoo Mail

1. Sign in to your **Yahoo Account Security** page.
2. Under **External connections**, select **Create app password**.
3. Enter a name for the app, such as **1place**.
4. Click **Generate password**.

5. Copy the generated password.
6. Return to **1place → Settings → Users → Email Settings**.
7. Enter the generated password in the **Password** field.
8. Click **Test Connection**.
9. If successful, click **Save**.

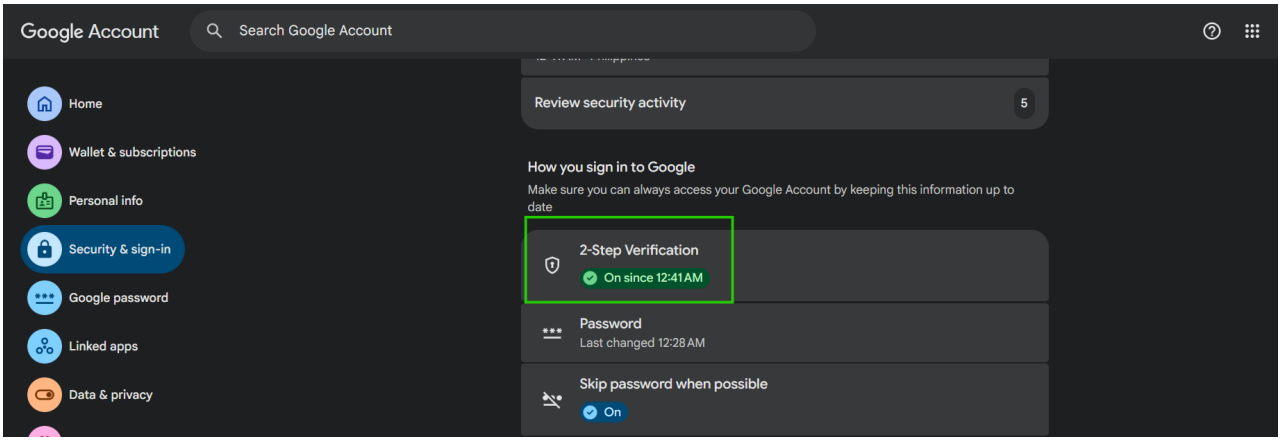
Yahoo currently refers to these as **third-party app passwords** and manages them under **External connections**.

Gmail / Google Account

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Google requires **2-Step Verification** to be enabled before an App Password can be created.

1. Sign in to the user's **Google Account**.
2. Open **Security & sign-in**.
3. Make sure **2-Step Verification** is enabled.



1. Open **App passwords**. (Click on the Search bar at the very top of the page and type exactly:**App Passwords**)
2. Sign in again if prompted.

3. Enter **1place** as the app name.
4. Click **Create**.
5. Copy the generated App Password.
6. Return to **1place → Settings → Users → Email Settings**.
7. Manually enter the generated password in the Password field. Copying and pasting is not supported for security purposes.Click **Test Connection**.
8. If successful, click **Save** or **Save & Close**.

> Note: Google generates a 16-digit App Password. The App Password is different from the user's normal Google Account password.

If "App passwords" is not available

Google may not display the App Password option if:

- 2-Step Verification is not enabled.
- 2-Step Verification is configured only with security keys.
- The account is managed by a work, school, or other organization.
- Advanced Protection is enabled.

For organization-managed Google accounts, the administrator may need to review the organization's security policies.

Microsoft 365 / Outlook

Microsoft 365 App Passwords are intended for **legacy applications that cannot use modern authentication**. Availability depends on the organization's Microsoft Entra configuration.

If the organization allows App Passwords:

1. Sign in to the user's Microsoft account or organization's security portal.
2. Open the user's **Security info**.

3. Select **Add sign-in method**.
4. If **App password** is available, select it.
5. Follow the prompts to create the App Password.
6. Copy the generated password.
7. Return to **1place → Settings → Users → Email Settings**.
8. Enter the generated password in the **Password** field.
9. Click **Test Connection**.
10. If successful, click **Save**.

> **Important:** If **App password** is not available, do not assume there is a problem with the user's account. The organization's Microsoft 365 administrator may have disabled App Passwords or the organization's authentication configuration may not support them.

Microsoft recommends modern authentication where supported. App Passwords are primarily a compatibility option for older applications that cannot handle modern authentication.

Troubleshooting Email Connection

If **Test Connection** fails:

1. Verify that the correct **Email Provider** is selected.
2. Verify the **Email Address** is correct.
3. If the provider requires an App Password, verify that the App Password was entered instead of the regular email password.
4. Generate a new App Password if the existing one is no longer valid.

5. For Gmail, verify that **2-Step Verification** is enabled.

6. For Microsoft 365, contact the organization's administrator if App Passwords are unavailable.

7. Click **Test Connection** again after making the required changes.

Security: Do not share or store App Passwords in the KBA. Each user's App Password should be generated from their own email account and entered only in the appropriate 1place Email Settings.