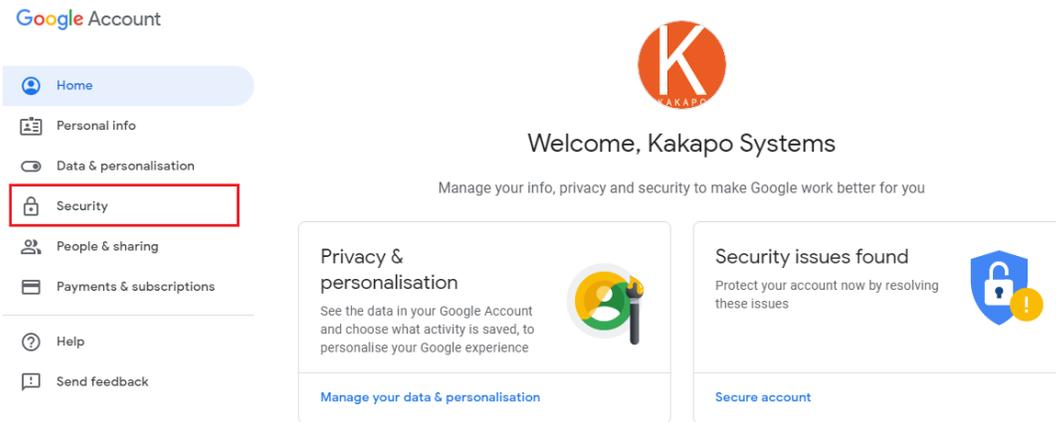# Allowing Less Secure Apps in Gmail

If you are connecting to a Gmail mailbox (and do not have 2 step verification turned on) you will need to allow access to "Less secure apps".

To do this either click this link: https://myaccount.google.com/lesssecureapps

Or go to your Google Account and click Security on the left-hand menu.

Scroll down, click "Turn on access" and then slide the toggle to ON.

Please note, you may receive an email informing you that you have turned on access for less secure apps.

If you have the 2-step verification turned on for the Google account, then you will not be able to allow access to less secure apps.
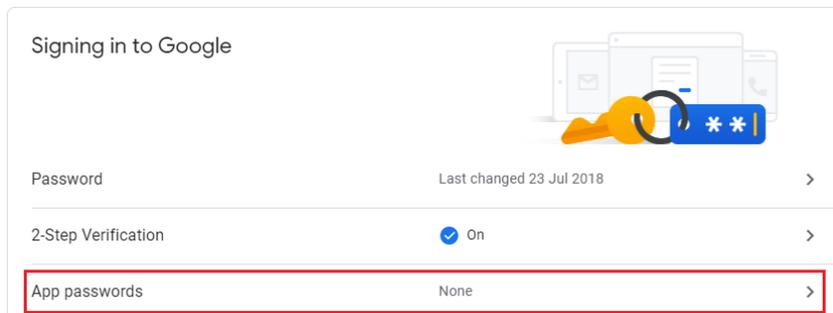

You will need to either turn it off and toggle the button to allow less secure apps. Or create an app password and use it instead of your original password in the Unity portal when adding the Email media stream.

Steps to generate app password for Unity:

1) Go to Google Account, click on security

2) Scroll down to "Signing in to Google" and click "App passwords"

3) Select "Custom" from the drop down menu and label the app "Unity Contact Center"

4) Click "Generate" and copy the app password shown, then use this password instead of your normal Gmail password when creating the media stream