

Setting up Two-Factor App Codes/Passwords for Email Security in ClinicSource

This document provides walkthroughs for the three most popular mail integrations used by ClinicSource customers. If you are using a third-party mail account not covered by these instructions, please use that mail provider's help documents to enable app codes or app passwords.

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Setting Up a Gmail App Code for Two-Factor Authentication

Introduction:

For enhanced security, ClinicSource now requires third-party mail accounts to have two-factor authentication enabled. This change will only impact those customers who are using the ClinicSource mail relay by inputting their third-party mail account credentials into the ClinicSource application.

How do I make this change?:

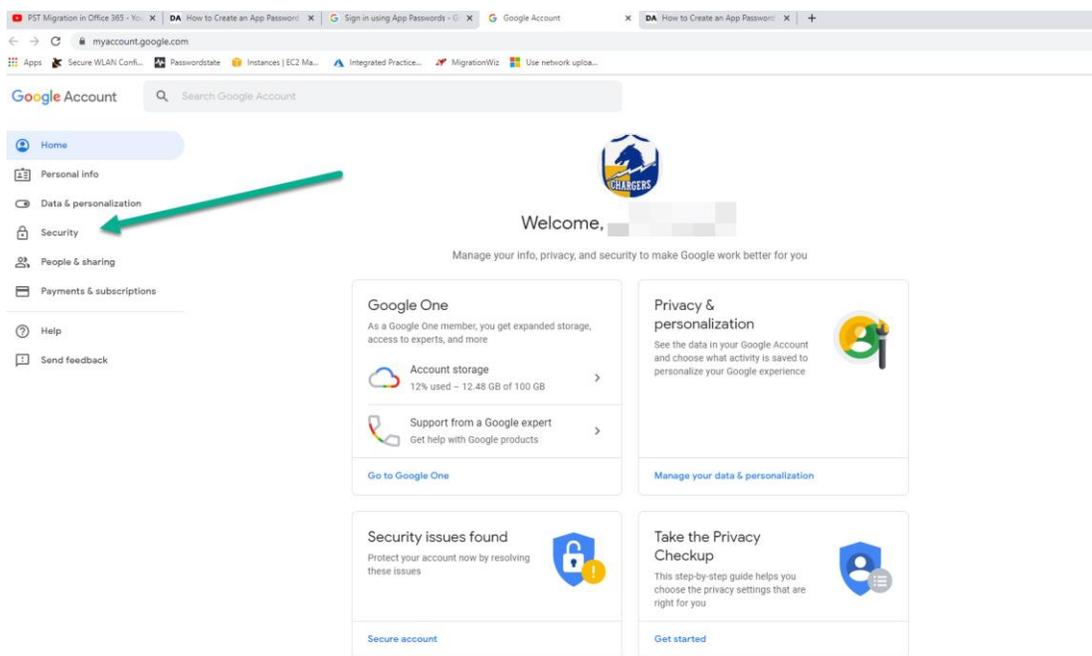
<https://support.google.com/mail/answer/185833?hl=en>

Create & Use App Passwords

Note: If you use [2-Step-Verification](#) and are seeing a "password incorrect" error when trying to access your Google Account, an App Password may solve the problem.

Go to your [Google Account](#).

On the left navigation panel, choose Security.



On the "Signing in to Google" panel, choose App Passwords. If you don't see this option:

- 2-Step Verification is not set up for your account.
- 2-Step Verification is set up for security keys only.
- Your account is through work, school, or other organization.
- You've turned on Advanced Protection for your account.

myaccount.google.com/security

Google Account Search Google Account

- Home
- Personal info
- Data & personalization
- Security**
- People & sharing
- Payments & subscriptions
- Help
- Send feedback

Security

Settings and recommendations to help you keep your account secure

Security issues found

Protect your account now by resolving these issues

[Secure account](#)

Signing in to Google

Password	Last changed Aug 6, 2012	>
2-Step Verification	On	>
App passwords	None	>

Ways we can verify it's you

These can be used to make sure it's really you signing in or to reach you if there's suspicious activity in your account

Recovery phone	(858) 380-8168	>
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Enter Password if asked and click next

Google

Hi [redacted]

[redacted] @gmail.com ▾

To continue, first verify it's you

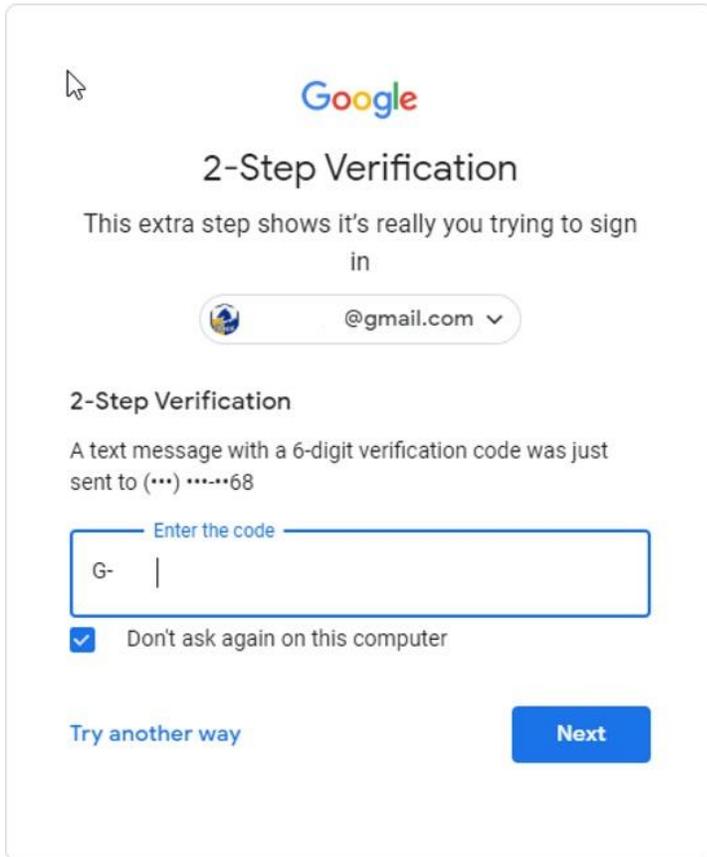
Enter your password

[Forgot password?](#) [Next](#)

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

Enter verification code if asked and click next



The screenshot shows the Google 2-Step Verification interface. At the top is the Google logo. Below it, the heading "2-Step Verification" is displayed. A message states: "This extra step shows it's really you trying to sign in". Below this message is a rounded rectangle containing a profile picture icon and the text "@gmail.com" with a dropdown arrow. Underneath, the heading "2-Step Verification" is repeated, followed by the text: "A text message with a 6-digit verification code was just sent to (...)68". A text input field is shown with the placeholder "Enter the code" and the text "G-" followed by a vertical cursor. Below the input field is a checked checkbox with the label "Don't ask again on this computer". At the bottom left is a link "Try another way" and at the bottom right is a blue button labeled "Next".

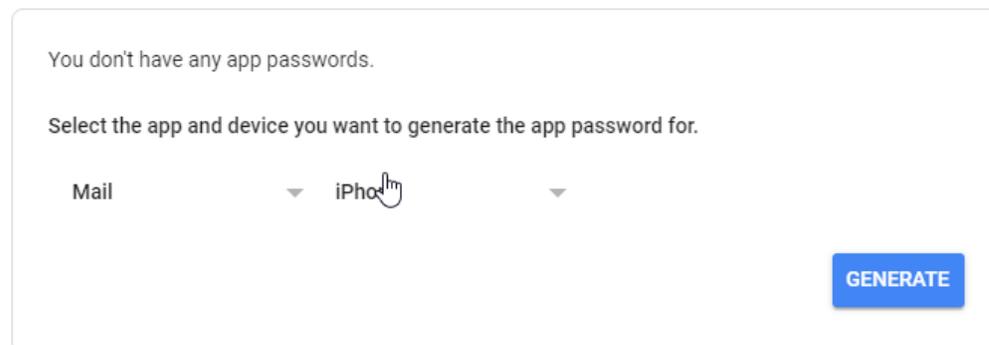
English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

At the bottom, choose Select app and choose the app you're using. Choose Generate.

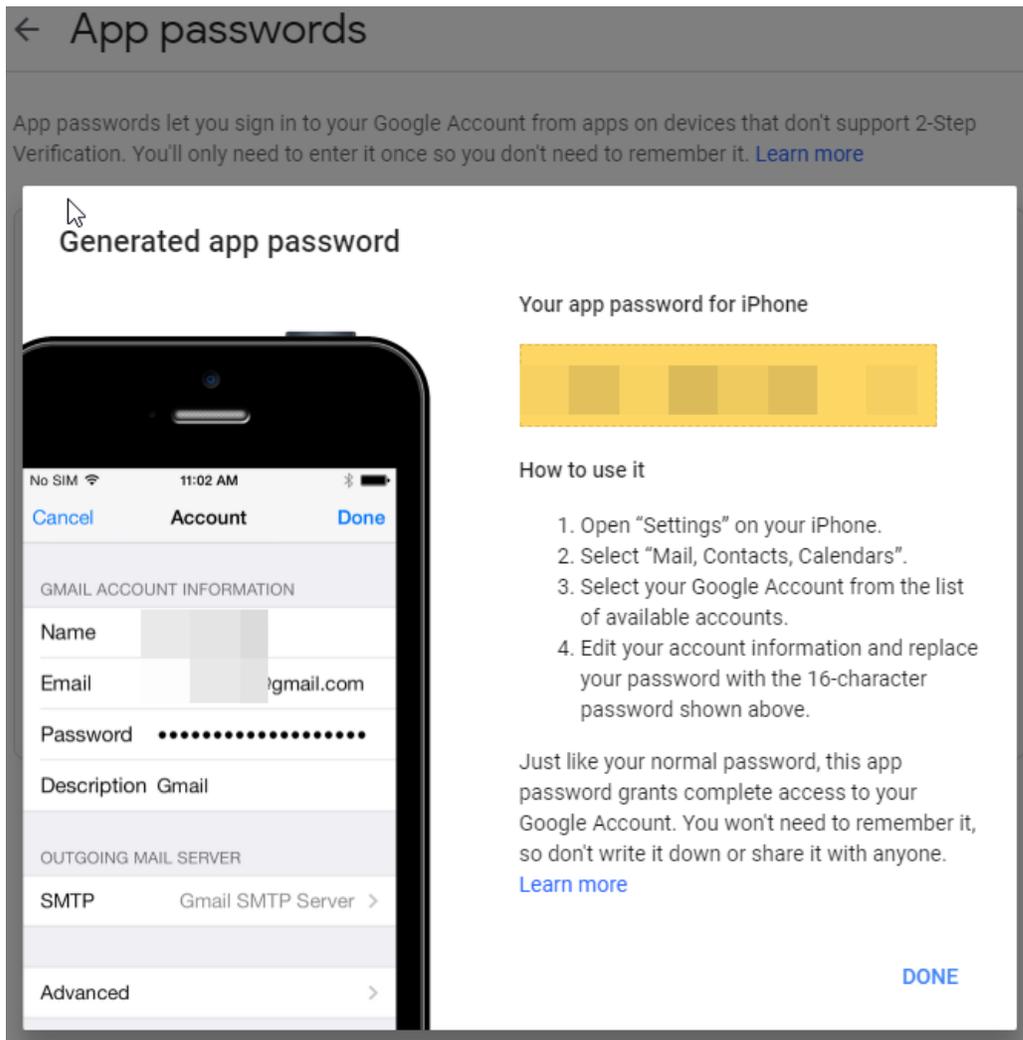
← App passwords

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](#)



The screenshot shows the "App passwords" generation screen. It starts with the text "You don't have any app passwords." followed by the instruction "Select the app and device you want to generate the app password for." Below this are two dropdown menus. The first dropdown is labeled "Mail" and the second is labeled "iPhone" with a mouse cursor hovering over it. At the bottom right is a blue button labeled "GENERATE".

Follow the instructions to enter the App Password. The App Password is the 16-character code in the yellow bar on your device.



Click Done.

Generally, you will only be asked to enter an App Password once per app or device, so don't worry about memorizing this code.

That's it! You're ready to use your new app code with ClinicSource.

Setting Up a Microsoft App Password for Two-Factor Authentication

Introduction:

For enhanced security, ClinicSource now requires third-party mail accounts to have two-factor authentication enabled. This change will only impact those customers who are using the ClinicSource mail relay by inputting their third-party mail account credentials into the ClinicSource application.

How do I make this change?:

****Getting an App Password for Outlook is required after enabling Two-Step Verification for your Microsoft Account.****

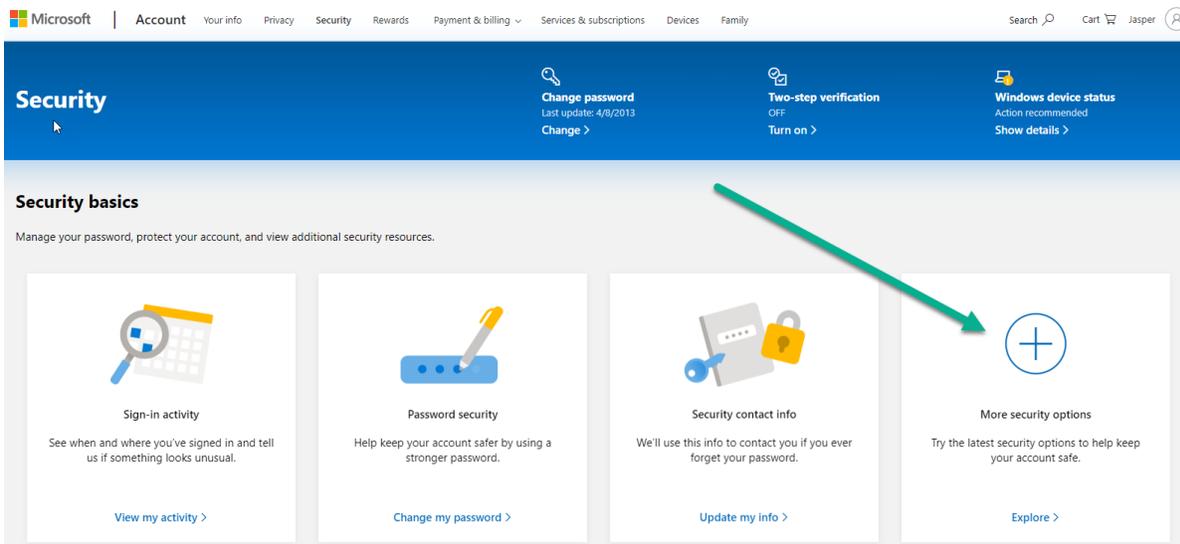
<https://support.microsoft.com/en-us/help/12409/microsoft-account-app-passwords-and-two-step-verification>

How to create a new app password

To create a new app password for an app or device, take the following steps. You can repeat these steps to create an app password for as many apps or devices as you need.

Go to the [Security basics](#) page and sign in to your Microsoft account.

Select **More security options**.



The screenshot shows the Microsoft account Security page. At the top, there is a navigation bar with links for Account, Your info, Privacy, Security, Rewards, Payment & billing, Services & subscriptions, Devices, and Family. Below this is a blue header with the word "Security" and three main action buttons: "Change password" (Last update: 4/8/2013), "Two-step verification" (OFF), and "Windows device status" (Action recommended). Below the header is the "Security basics" section, which includes a sub-header and a description: "Manage your password, protect your account, and view additional security resources." There are four cards in this section: "Sign-in activity", "Password security", "Security contact info", and "More security options". A green arrow points to the "More security options" card, which has a plus sign icon and the text "Try the latest security options to help keep your account safe." Below each card is a link: "View my activity >", "Change my password >", "Update my info >", and "Explore >" respectively.

Verify Identity

 Microsoft
phenom858@outlook.com

Verify your identity

 Text (***) ***-**68

 Email jr****@gmail.com

[I have a code](#)

[I don't have any of these](#)

 Microsoft
← phenom858@outlook.com

Verify your phone number

We will send a verification code to (***) ***-**68. To verify that this is your phone number, enter the last 4 digits including 68.

[I have a code](#)

Enter Code for verification and click verify

 Microsoft
← phenom858@outlook.com

Enter code

 If 8168 matches the last 4 digits of the phone number on your account, we'll send you a code.

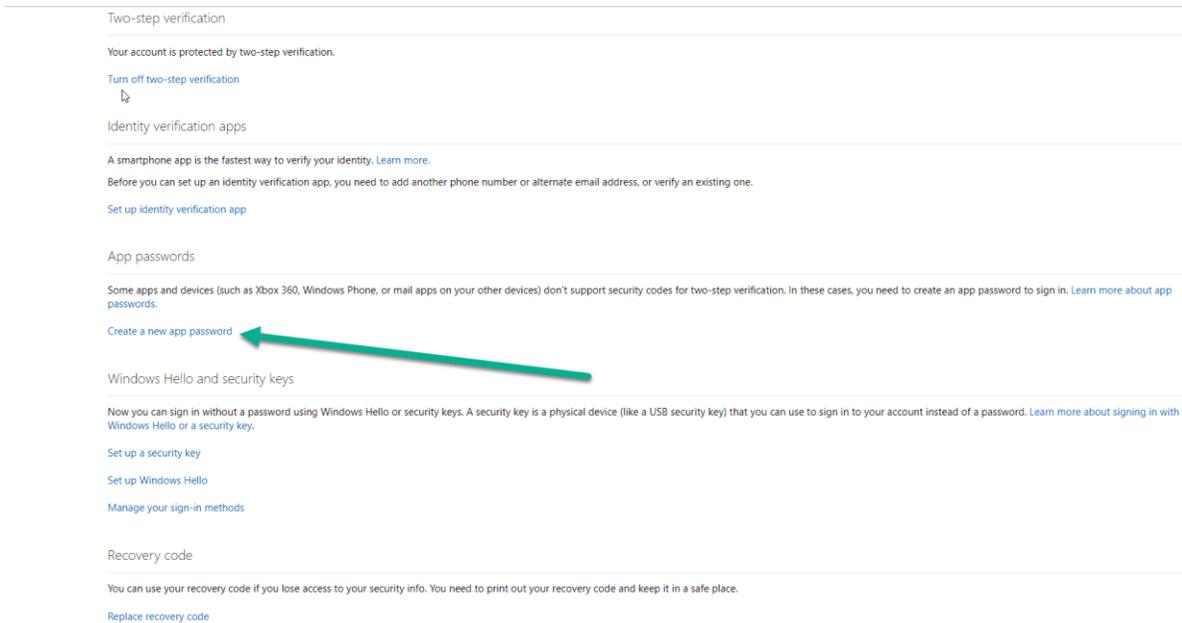
Don't ask me again on this device

**Note you'll need to set up two-step verification if you don't already have one. **

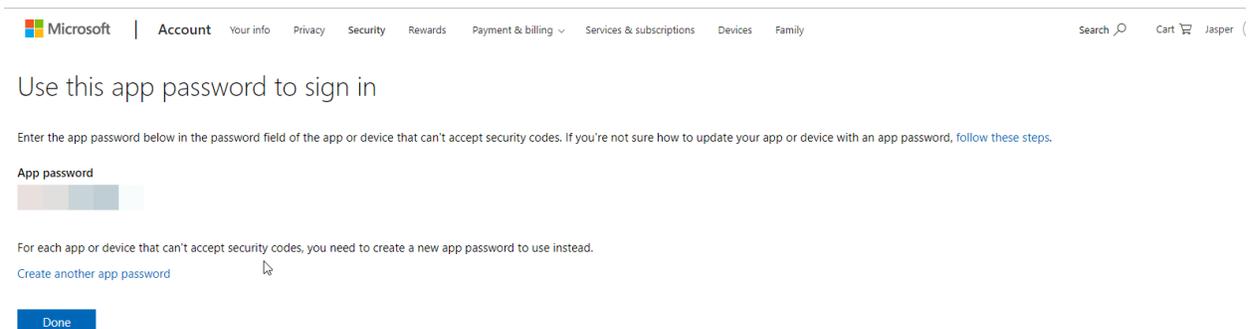
Instructions here:

<https://www.msoutlook.info/question/773>

Under **App passwords**, select **Create a new app password**. A new app password is generated and appears on your screen.



Enter this app password where you would enter your normal Microsoft account password in the application.



Note

Once you have created and entered an app password for a given app or device, you usually won't need to do it again.

Setting Up a Yahoo App Password for Two-Factor Authentication

Introduction:

For enhanced security, ClinicSource now requires third-party mail accounts to have two-factor authentication enabled. This change will only impact those customers who are using the ClinicSource mail relay by inputting their third-party mail account credentials into the ClinicSource application.

How do I make this change?:

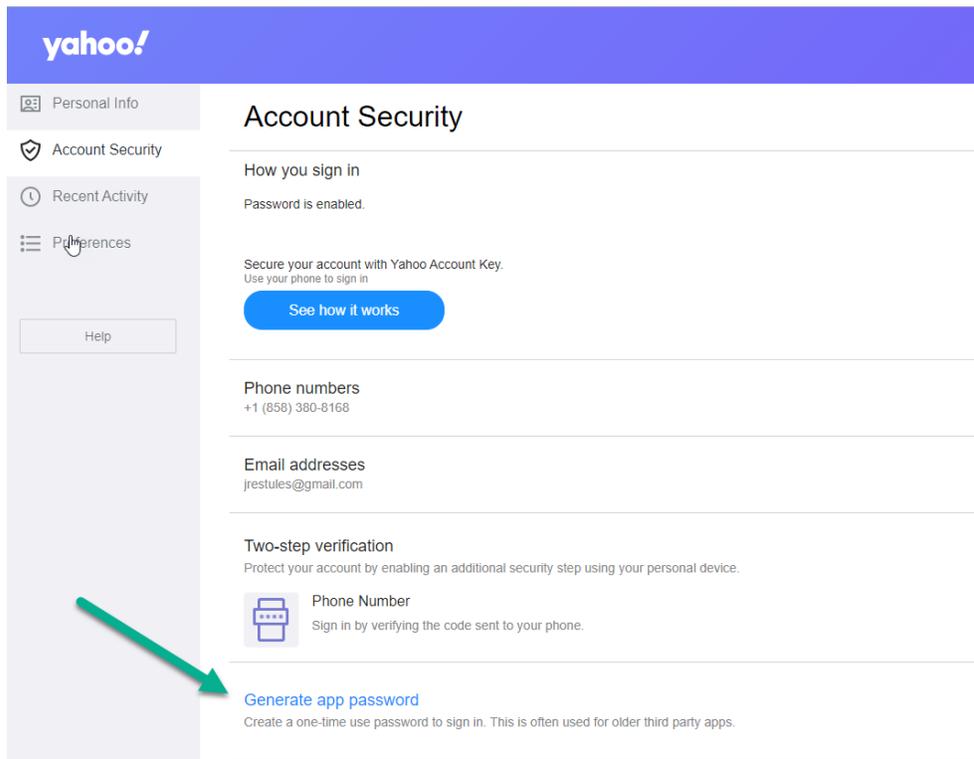
<https://help.yahoo.com/kb/generate-third-party-passwords-sln15241.html>

Generate third-party app passwords

Some applications require you to enter a single password for login credentials. To access your Yahoo Mail account on these apps, you'll need to generate and use an app password. An app password is a long, randomly generated code that gives a non-Yahoo app permission to access your Yahoo account. You'll only need to provide this code once to sign-in to your third-party email app.

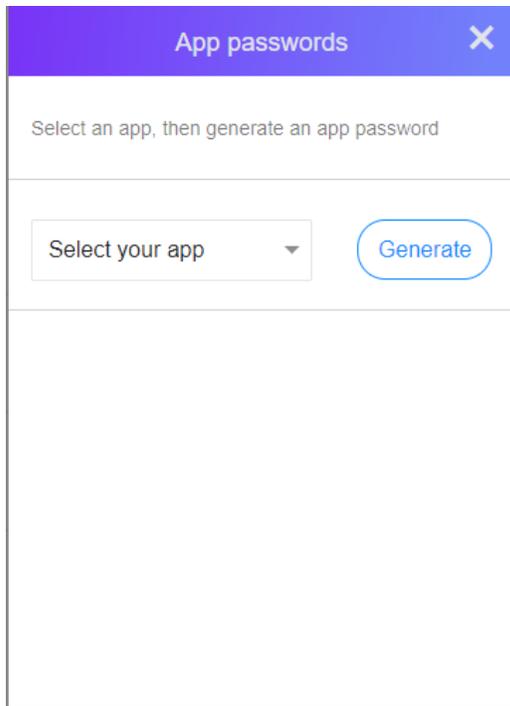
[Sign in and go to your Account security page.](#)

Click **Generate app password** or **Manage app passwords**.

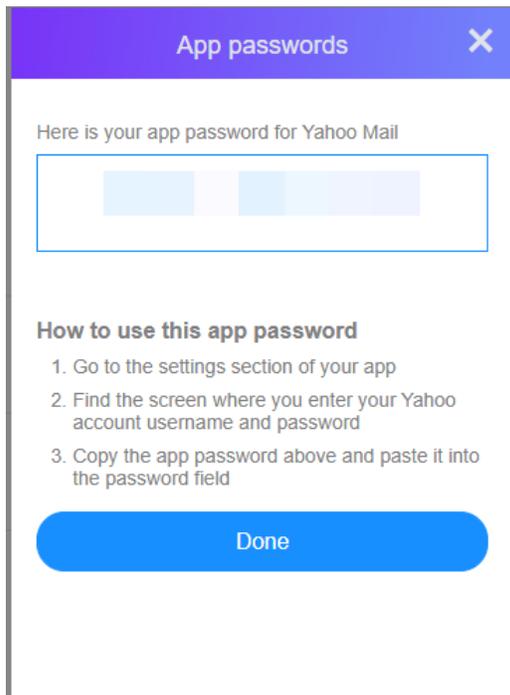


The screenshot shows the Yahoo Account Security page. On the left is a navigation menu with options: Personal Info, Account Security (selected), Recent Activity, Preferences, and Help. The main content area is titled 'Account Security' and includes sections for 'How you sign in' (Password is enabled), 'Secure your account with Yahoo Account Key' (Use your phone to sign in), 'Phone numbers' (+1 (858) 380-8168), 'Email addresses' (jrestules@gmail.com), and 'Two-step verification' (Protect your account by enabling an additional security step using your personal device). Under 'Two-step verification', there is a 'Phone Number' option with a 'Sign in by verifying the code sent to your phone.' description. A green arrow points to the 'Generate app password' link, which is described as 'Create a one-time use password to sign in. This is often used for older third party apps.'

Select your app from the drop-down menu and click **Generate**.



Follow the instructions below the password.



Click **Done**.

Now you can use this app password and your email address to sign-in to your email account within another application.