Learn with us.



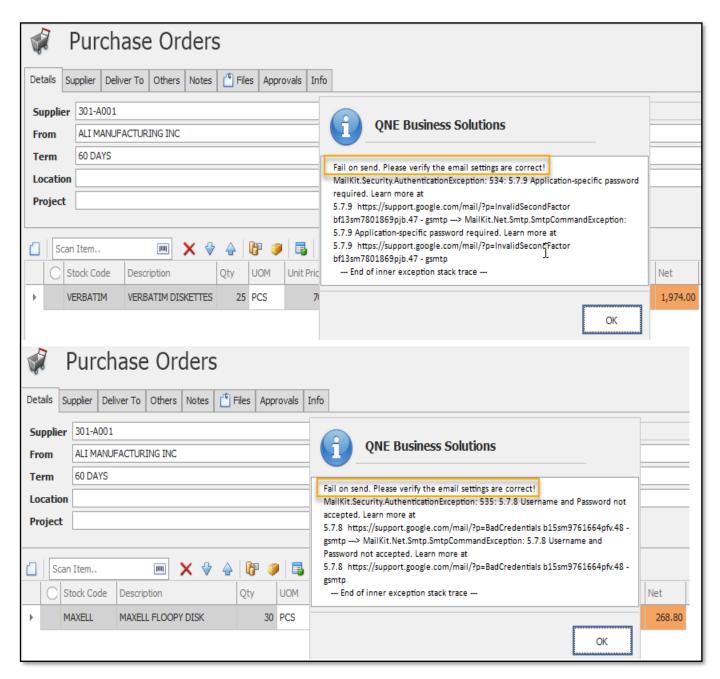


### **QNE KNOWLEDGE BASE**



#### Sending Email Notification Fails Using Gmail

After setting up email notification for Billing Approval or Purchase Requisition Approval, it fails on sending upon saving and/or upon approving the transaction and you will get either of the prompts below.



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Website: www.qne.com.ph

Facebook: https://www.facebook.com/QnEPH

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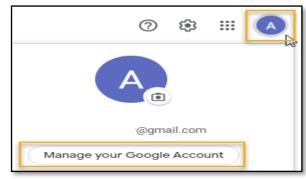
# **QNE KNOWLEDGE BASE**

To resolve this, you will need to turn **Off** the '2-Step Verification' and turn **On** the 'Less secure app access' on your Google Account.

#### Disclaimer

Google does not recommend this as it can make your account more vulnerable. So you have to do this at your own risk. However, to make this risk work, you can keep the following things in mind.

- Protect your computer with a password
- Don't share your password
- Configure your account only in applications you know well and trust (e.g. QNE)
- 1. Sign in to your Gmail account.
- 2. Navigate to *Manage your Google Account*.



3. If you have 2-Step Verification enabled, turn it Off.

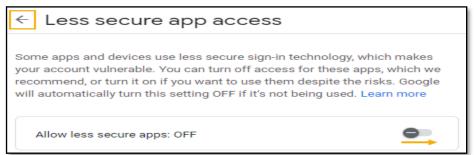


# **QNE KNOWLEDGE BASE**

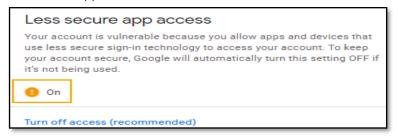
4. Scroll down and find the *Less Secure App Access* section. If it's Off, click on *Turn on access (not recommended)*.



5. Slide the toggle switch to the right to turn it On. Once done, click the Back button.



6. Less Secure App Access should now show that it is **On**.





For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <a href="https://support.qne.com.ph">https://support.qne.com.ph</a>