

Configuring Google/Gmail for Manitou

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This document serves as the fill process of how to set up Gmail for Manitou. These steps do not apply to other platforms such as Yahoo or Hotmail.

Preparation and Requirements

1. A gmail account with [2-Step-Verification](#) is required.
2. Version 1.6.4 update 16 or newer is required.

Installation

Configuring Google/Gmail

In order to use Gmail with Manitou it will first need to be set to allow IMAP and then an App Password must be created specific to Manitou. An App Password is a 16-digit passcode that gives a non-Google app or device permission to access your Google Account. App Passwords can only be used with accounts that have [2-Step Verification](#) turned on.

Enabling IMAP

1. Open your gmail account, select the settings button located near the top right of your screen, and then select settings.
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2. Select the Forwarding and POP/IMAP tab from the top menu.
3. Set IMAP access Status to "Enable IMAP"
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4. Save Changes

Create an App Password

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.

1. Go to your [Google Account](#).
2. On the left navigation panel, choose Security.
3. 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
4. Sign in using the 2-Step-Verification method setup for your Gmail account.
 5. At the bottom, choose Select app and choose Mail.
 6. Choose Select device and choose Other.
 7. Specify the name of Manitou.
 8. Choose Generate.
 9. An app password will be generated that appears similar to the following.
 - ◻ *Please note this is an example and NOT the actual password to use on site configurations.
 10. Note the password as this will be used in configuration for Manitou.
 11. Choose Done.

Configuring Manitou

These steps are specific to Google and will be using TLS for mail server communication.

1. Open the SWS (Supervisor Workstation)
2. Navigate to Service Provider Devices (Maintenance → Setup → Service Provider Devices)
3. Enter Edit mode and select MAPI - EMAIL from the left jump-to menu.
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4. Enter in the following information for the MAPI configuration page
 - Description - Email
 - Protocol - Email
 - Address - smtp.gmail.com

- ID - AUTH_TLS
- Dial-up service should NOT be checked.
- Port Settings - 587
- Account Name - Gmail Address (Name@gmail.com)
- Password - The App Password Generated from previous instructions
- Timeout 1 - 5

5. The entered-in information should look similar to the following.

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6. Save the settings and test sending a report to email.

- a. Navigate to System Reports (Reports → System Reports)
- b. Expand Activity
- c. Select the User History report
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- d. To allow for the report size to be small, uncheck all users except for the user currently in use (typically BOLD or BOLDTECH)

This can be completed quickly by right clicking in the Operator window and selecting "Select None"

4. Select Next

5. Enter in the Following Information

- Override recipient name - This is the name of the individual the test report will be sent to
- Override destination type - E-mail
- Override email address - Email address of the individual the test report will be sent to

6. Select Add to list to add it to the recipient list. Forgetting this step will not send the report to anyone.

7. Select Finish to send the report.

8. This report will now be sent the status of the report can be viewed from the Report Queue. (Reports → Report Queue)
9. If the report is not received please verify all steps have been completed correctly and if an issue still persists, please escalate to a Level 2 Support technician for log review.