

Protecting identities with  
intelligent authentication



# Google as SMTP Server

## Step by step guide

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## Version History

Release Date	Description	Author
05/09/2018	First Draft	Ana Gouveia
06/09/2018	First Layout	Francisco Gomez
07/09/2018	Final Layout	Ana Gouveia

## Google as SMTP server

This document describes how to establish a google account as the SMTP server. It is a step by step visual guide. Please report to support if this is insufficient or if you find issues along the way.

SMTP server. Bear in mind that the "from" address MUST be the same as the account name, or another email address that you have allowed to use your Gmail account, or Gmail will reject it.

First step will be to have a verified google account after which you can start to establish it as the

## Swivel Secure's Admin

Log into Swivel Secure's Admin Portal (port 8080), go to the left hand menu and choose Messaging. Create a New entry as the example below:

☐

Identifier:	<input type="text" value="GmailSMTP"/>
Class:	<input type="text" value="com.swiveltechnologies.pinsafe.server.transport.SecureSmtpTransport"/>
Strings per message:	<input type="text" value="1"/>
Copy to alert transport:	<input type="text" value="No"/>
Destination attribute:	<input type="text" value="email"/>
Strings Repository Group:	<input type="text" value="SwivelSMTP_Strings"/>
Alert repository group:	<input type="text" value="SwivelSMTP_Alerts"/>
Push repository group:	<input type="text" value="--NONE--"/>

☐ [New Entry](#)

Google will only accept a secure smtp transport class. Please ignore all the SMTP entries within the Admin Portal as even if configured it will not take any

effect in terms of establishing Google as an SMTP server.

Below Messaging a new entry will appear GmailSMTP. Enter the details of your account (please replace

[your.account@gmail.com](mailto:your.account@gmail.com) with your own gmail details):

### Messaging>GmailSMTP

Please enter the details for the SMTP transport.

From email address:	<input type="text" value="your.account@gmail.com"/>
HTML Format:	<input type="button" value="Yes"/>
Credentials alert subject:	<input type="text" value="Sentry Account Details"/>
Credentials alert body:	<pre>&lt;!DOCTYPE html&gt; &lt;html&gt; &lt;head&gt; &lt;meta content="text/html; charset=utf-8" http-equiv="Content-Type" /&gt; &lt;title&gt; SwivelSecure </pre> <input type="button" value="Preview HTML in new tab"/>
App provision subject:	<input type="text" value="Mobile App Provisioning"/>

(...)

Mail Server:	<input type="text" value="smtp.gmail.com"/>
Port:	<input type="text" value="587"/>
Connection Timeout(s):	<input type="text" value="20"/>
Account Username:	<input type="text" value="your.account@gmail.com"/>
Account Password:	<input type="password" value="....."/>
Ignore SSL Cert Warnings:	<input type="button" value="No"/>
Use StartTLS:	<input type="button" value="Yes"/>
Enable Debug:	<input type="button" value="No"/>

In the settings page, set "Ignore SSL Cert Warnings" and "Enable Debug" to "No".

"Yes" will work for both, but ignoring certificate warnings is a security risk, given that gmail will always have a valid certificate, and enabling debug will result in every message sent being logged to

catalina.out. Enable both only for testing purposes.

The password is your email account password.

Hit Apply.

# Google Account

Get to Accounts and Import at the settings area



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## Settings

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General   Labels   Inbox   **Accounts and Import**   Filters and blocked addresses   Forwarding and

---

<b>Change account settings:</b>	<a href="#">Change password</a> <a href="#">Change password recovery options</a> <a href="#">Other Google Account settings</a> <a href="#">Import from Yahoo!, Hotmail, AOL, or other webma</a>
<b>Import mail and contacts:</b> <a href="#">Learn more</a>	<a href="#">Import mail and contacts</a>
<b>Send mail as:</b> (Use Gmail to send from your other email addresses) <a href="#">Learn more</a>	<b>Your Company Name &lt;your.account@gmail.com&gt;</b> <a href="#">Add another email address</a>
<b>Check email from other accounts:</b> <a href="#">Learn more</a>	<a href="#">Add an email account</a>

Send on behalf of another user or account read the following:

Uncheck Treat as an alias.

Example: You manage 2 email addresses in separate accounts or mail systems. You sign in to each account separately to read its messages. But you want the convenience of sending mail as either address, from your Gmail account.

If you uncheck the box:

Messages sent to the address you're adding don't appear in your current Gmail Inbox. Instead, you need to sign in to another account or mail system to receive the messages. The other account must be able to get mail at this address.

Replying to messages from the other address adds that address to the To: field.

The screenshot shows a browser window titled "Gmail - Add another email address that you own - Mozilla Firefox". The address bar contains the URL: [https://mail.google.com/mail/u/0/?ui=2&ik=edba3694eb&jsver=Cuv6aGO8V-8.en\\_GB.1](https://mail.google.com/mail/u/0/?ui=2&ik=edba3694eb&jsver=Cuv6aGO8V-8.en_GB.1). The main content area has a yellow header with the title "Add another email address that you own". Below the header, the text reads "Enter information about your other email address." followed by a sub-note "(your name and email address will be shown on mail that you send)". The form contains two input fields: "Name:" with the placeholder text "Your Name" and "Email address:" with the placeholder text "your.account@gmail.com". Below the email field, there is a checkbox labeled "Treat as an alias." with a link to "Learn more" and a link to "Specify a different 'reply-to' address (optional)". At the bottom of the form are two buttons: "Cancel" and "Next Step »".

For more information read the following: [Treat as an Alias](#)

## Google Security Layers

As Google has several security measures you'll have to bypass several layers to actually make the SMTP server work properly.

## Let Less apps access your account

Click for the direct link for [Let less secure apps access your account](#)

### Let less secure apps access your account

If an app or device doesn't meet our security standards, Google will block anyone who tries to sign in from that app or device. Because these apps and devices are easier to break into, blocking them helps keep your account safe.

Some examples of apps that do not support the latest security standards include:

- The Mail app on your iPhone or iPad with version 6 or below
- The Mail app on your Windows phone preceding the 8.1 release
- Some Desktop mail clients like Microsoft Outlook and Mozilla Thunderbird

### Change account access for less secure apps

To help keep Google Accounts through work, school, or other groups more secure, we block some less secure apps from using them. If you have this kind of account, you'll see a "Password incorrect" error when trying to sign in. If so, you have two options:

- **Option 1:** Install a more secure app that uses stronger security measures. All Google products, like Gmail, use the latest security measures.
- **Option 2:** Change your settings to allow less secure apps into your account. We don't recommend this option because it can make it easier for someone to break into your account. If you want to allow access anyway, follow these steps:
  1. Go to the [Less secure apps](#) section of your Google Account.
  2. Turn on **Allow less secure apps**. If you don't see this setting, your administrator might have turned off less secure app account access.

If you still can't sign in to your account, [learn more about the "password incorrect" error](#).

← **Less secure app access**

Some apps and devices use less secure sign-in technology, which makes your account more vulnerable. You can **turn off** access for these apps, which we recommend, or **turn on** access if you want to use them despite the risks. [Learn more](#)

Allow less secure apps: ON 

## Password incorrect error

Click the following to get to the direct link for : [Password incorrect error](#)

### “Password incorrect” error

Sometimes you'll see a "Password incorrect" error when you sign in to Google with a third-party app, like iPhone's Mail app. If you've entered your password correctly but you're still getting the error, here are the most common reasons for the message. Follow the steps to get into your account.

Your device or app might not support Google's security standards

2-Step Verification is not supported by the app

Many apps, like the Mail app in some versions of iPhones and Windows phones, don't support 2-Step Verification. Instead, you'll have to create an app-specific password to sign in to your account. For instructions on how to use 2-Step Verification on your specific app or device, refer to [Problems signing in with 2-Step Verification?](#)

#### Still having trouble signing in?

If you still can't sign in to your account on the app, try the following:

1. On your device's browser, go to <https://accounts.google.com/DisplayUnlockCaptcha>.
2. Enter your username and password, then enter the letters on the screen.
3. Go back to the app and try signing in again.

#### Suspicious activity

- Asked to change your password
- Someone changed your password
- Detecting suspicious activity on your account
- "Password incorrect" error
- Let less secure apps access your account



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Was this article helpful?

Yes

No

## Send Credentials for testing

Go to [Swivel Secure's Admin Portal and test\\_a user](#) by sending new credentials via email (the user must belong to a

SMTP group and receive Alerts and Strings).

An error message should pop-up:

```
SMTP Transport failed to send Credentials to "your.account@swivelsecure.com",  
exception: javax.mail.MessagingException: SMTP_CONNECT_ERROR; nested exception is:  
javax.mail.AuthenticationFailedException: 534-5.7.14
```

```
<https://accounts.google.com/signin/continue?sarp=1&sc=1&plt=AKgnsbv1 534-5.7.14  
8q7E9wp20vJRwGzawixGfzQHR6crZODGEzMpM-QNOHK9iMxK3Jmp9MLx1RhtdqM5uQuab6  
534-5.7.14 jfbj5Cq0F_rHLu8IN0pHQeLNuwTBzTK-om6foTR5RyyBS-TSsHOq7rAr4gl-LClwKvPeRc  
534-5.7.14 iRsBcZO9RH5yu9NF7OuBKj56_Ib9f-S0llenK6H5xmkgocEohszVfSq6tojuOZCzPssb  
534-5.7.14 14rmk2JXfP-qJWL0fx9KXiHzW9KEiGRqEr_VWoo5rhqyuAr_YX> Please log in via  
534-5.7.14 your web browser and then try again. 534-5.7.14 Learn more at 534 5.7.14  
https://support.google.com/mail/answer/78754 d3-v6sm7573249edi.80 - gsmtp
```

## Check your inbox for blocked emails

Go [back to your Google Account Inbox](#) and search for the following messages:

<input type="checkbox"/> ☆ Google	Critical security alert - Swivel Secure Access for less secure apps setting has been turned on swivelsoc@gmail.com Access for less secure apps
<input type="checkbox"/> ☆ Google	Review blocked sign-in attempt - Review blocked sign-in attempt Hi Swivel, Google just blocked someone from signing into your Google Account

### Critical Security Alert

#### Critical security alert

A suspicious app was blocked from accessing your account [your.account@gmail.com](#)

Google prevented someone from signing in to your account using a non-Google app. If this wasn't you, they know your password and you should change it immediatly.

**Were you recently prevented from signing in to your Google Account?**

NO, SECURE ACCOUNT

YES

Hit No, Secure account to allow Swivel Secure to use the google account as SMTP server.

You might also get another email which reports that the access for less secure apps has been turned on your.account@gmail.com:

**Getting errors when you try to get into your account from an app on one of your devices?** The app may not be secure.

YES, THAT WAS ME

NO, SECURE ACCOUNT

## Review Blocked Sign-in Attempt

### Review blocked sign-in attempt

Hi Your Company,

Google just blocked someone from signing into your Google Account [your.account@gmail.com](mailto:your.account@gmail.com) from an app that may put your account at risk.

#### Don't recognize this activity?

If you didn't recently receive an error while trying to access a Google service, like Gmail, from a non-Google application, someone may have your password.

[SECURE YOUR ACCOUNT](#)

#### Are you the one who tried signing in?

Google will continue to block sign-in attempts from the app you're using because it has known security problems or is out of date. You can continue to use this app by [allowing access to less secure apps](#), but this may leave your account vulnerable.

The Google Accounts team

\*The location is approximate and determined by the IP address it was coming from.

This email can't receive replies. For more information, visit the [Google Accounts Help Center](#).

Do not Secure your account but click Allow Access to your Google Account. That will be the way Swivel Secure can use google as an SMTP server.

#### Allow access to your Google account

As a security precaution, Google may require you to complete this additional step when signing into a new device or application.

To allow access, click the Continue button below.

[Continue](#)

## Credentials for a user

Go back to Swivel Secure's Admin Portal and resend credential. This time you should get Message sent to user and the user should also receive an email.

## Troubleshooting

You should pay attention to all your google account settings and be aware that it will report security risks and may block communications due to that. So this should always be something to consider and regularly revisit, mainly to understand if account settings have been updated by google.

Please report to [supportdesk@swivelsecure.com](mailto:supportdesk@swivelsecure.com) if you are not able to reproduce the above or if you feel the need to share other details and overviews regarding this.