



Gmail for two-factor authentication

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For Gmail **basic authentication SMTP**, you'll most likely need to set up an App Password. If you get a warning referencing error code **5.7.9** when you send a test email, you definitely need to set one up. This is most common with Gmail with two-factor authentication (2FA) but may be necessary for other Gmail configurations.

You'll use the App Password in place of your normal Gmail password. All the other SMTP settings are the same as regular Gmail accounts.



If you're using Google's SMTP, it will automatically override whatever Send From address you use with the SMTP Username, so be sure you're using the best account available to generate your App Password.

To create the App Password:

1. From the Google Account Settings (<https://myaccount.google.com>), select **Security** on the left.
2. In the **Signing In to Google** section, select the **App Passwords** link.
3. The next screen creates and manages App Passwords that will work with 2FA. In the dropdown to select an app, select **Custom**.
4. Enter an app name that will help you identify it's for your knowledge base, like `KnowledgeOwl` or your knowledge base's name.
5. Select **Generate**.
6. A 16-digit password will appear. This is good for only a few minutes. Copy it.
7. In KnowledgeOwl's **SMTP** settings, paste the 16-digit password you copied instead of the normal Gmail password.
8. Finish filling out the rest of the SMTP settings using standard Gmail settings and save.

If you do receive error 5.7.9, refer to Google Account Help for [Sign in using App Passwords](#) for more resolving the error.