

Outlook (Legacy) and 2SV

Overview

Google will soon require OAuth (Open Authentication, aka modern authentication) for all 3rd party applications such as email clients. Any email client that does not support OAuth will no longer be able to access a Google account.

SIL supports four email clients, including Microsoft Outlook. Only Outlook 365 and Outlook 2019 (and later) support OAuth.

To determine what version you have installed

- For more recent versions, select **File > Office Account** (or **Help**, if you don't see Office Account)
- Under Product Information, locate the **version** and build number

If you are using Outlook 365/2019 (or later), switch to the [Outlook 365 and OAuth](#) document.

Anyone continuing to use Outlook 2016 or earlier has two options:

- Use Google's G Suite Sync for Microsoft Office tool. This MAPI connection is OAuth compliant.
 - Since GSSMO limits Outlook to one MAPI connection per Outlook profile, this option only works well when one account is being accessed.
- Until Google removes this option (expected in 2021), use a special Google-generated "App password" to connect to Google accounts. This is a temporary solution!

Eventually (expected some time in 2021) you will need to either ...

- upgrade to a version of Outlook that supports OAuth, or
- use a browser to access your account (webmail), or
- switch to another email client such as Thunderbird (recommended) or Windows 10 Mail.

Determining the connections being used

To view what connections you may already have set up in Outlook:

1. **File > Account Settings > Account Settings**
2. On the Email tab, refer to the **Type** column

Outlook supports a variety of connections of which MAPI, IMAP and POP may be used to connect to a Google account.

- **MAPI** - Google provides their G Suite Sync for Microsoft Office “plug-in” (GSSMO) which provides full MAPI support (email, contacts, calendar, to-do). SIL recommends GSSMO for most users. The only disadvantage is that only one account per profile may use this type of connection.
- **IMAP** - Synchronizes email between Outlook and the online account. Contacts, Calendar and other data is only stored locally on the computer.
- **POP** - There is no synchronization between the online content and Outlook. Email is downloaded from the online Inbox. All your content is stored locally on the computer. POP is strongly not recommended by SIL Google Admin.

Steps to configure an account to connect to an account using 2SV

First, if not already completed, enable 2SV.

(<https://2sv.sil.org/what-you-can-do-about-it/secure-your-google-account>)

Generate an app password ([background](#)) for each Google account you have set up in your Outlook profile.

1. Go to <https://myaccount.google.com/apppasswords>
2. From the “Select app” list, we recommend choosing “Other (*Custom name*)” and enter a descriptive name
3. Click **Generate**
4. Highlight and copy the generated 16-character password to your “clipboard”. (Strongly recommended to paste it into a text document temporarily since, if you click *Done*, the code can never be displayed again and you may yet need it.)
5. Click **Done**.

To update the account password in Outlook

1. **File > Account Settings > Account Settings**
2. On the Email tab,
 - a. Edit (double click) the account to be updated
 - b. Paste the generated app password into the password field
 - c. Click **Next**. Outlook should test your updated settings. If successful, click **Finish**.
 - d. Click **OK** to exit the Account Settings

Specific questions should be sent to [SIL Google Admin](#).