
CUSTOMER GUIDE: Using a Gmail Account to Send Email

In late-May 2022, Google changed the way gmail authentication is performed using third-party applications like FLEETMATE. When Google initiated this change, FLEETMATE would no longer be able to send email messages as it had before.

Please follow the steps below to resolve this issue:

1. Sign-In to your Google Account.
2. Activate Two-Step Verification, generate a 16 character App Password, and then copy the 16-character App Password that was generated.
 - a. <https://support.google.com/mail/answer/185833?hl=en>
3. Start FLEETMATE.
4. Go to the **SMS/Email** tab under **Options | Preferences...** in FLEETMATE.
5. Under the **SMTP Settings** area, enter **smtp.gmail.com** as your Server.
6. Enter Port **587** and check the **TLS** Box.
7. Enter your gmail email address in the E-Mail field.
8. Use the App Password that was generated/copied in step#2 in place of the password you normally used to authenticate to your GMail email account.
9. Click OK.
10. Exit and Restart FLEETMATE.

You will now be able to send work orders, Invoices, and reports to personnel, vendors, and customers as you normally would.

Note: These instructions were valid as of June 1, 2022. If you encounter any difficulties, please review the latest Google documentation, or contact us for assistance.