



Heirloom Software

Consign It

Point of sale for consignment shops, antique malls, and vendor malls

Gmail Setup Guide

Making Gmail send Consign It's emails -
the app password, step by step,
and what to do if it doesn't work.

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CHAPTER 1

About Gmail

Consign It can email your vendors their daily sales, your employees the work schedule, rent receipts, and late rent letters - straight from the store's own email. Most stores use **Gmail**, and Consign It is set up for Gmail from the start.

There's one catch: **Gmail won't let another program use your regular Gmail password**. It wants a separate 16-letter password just for that program, called an **app password**. It takes about 5 minutes to make one, and you only do it once.

TIP

You need to be able to sign in to the store's Google account (the Gmail address) and have its phone handy - Google may text it a code.

The easy way: the Gmail Setup Helper

When the store's email (in **Business Info**) is a Gmail address and email isn't set up yet, the **Gmail Setup Helper** opens by itself when Consign It starts on the office computer - and right after you save a Gmail address in Business Info. You can also open it any time: **SETTINGS > ADMIN TOOLS > Email Setup (Gmail) > Gmail Helper...**

It walks you through three steps:

1

Turn on 2-Step Verification. Click **Open Google's 2-Step Verification Page**, sign in to the store's Gmail, and turn it on if it isn't already (Google texts a code to the phone). Google only gives app passwords to accounts with 2-Step Verification on.

2

Make the app password. Click **Open Google's App Passwords Page**, type **Consign It** as the app name, and click **Create**. Google shows 16 letters in a yellow box - leave that page open.

3

Put it into Consign It. Check the Gmail address, type (or paste) the 16 letters into **App password** - the spaces don't matter - and click **Save and Send a Test Email**. If the test email goes out, you're done. If not, the Helper says what went wrong (see the table below) - fix it and click the button again.

Remind Me Later asks again tomorrow. **Don't Ask Again** stops it opening by itself (the Gmail Helper... button still works).

CHAPTER 2

Doing it by hand

Step 1: Turn on 2-Step Verification

1

Go to myaccount.google.com/signinoptions/twosv and sign in to the store's Gmail.

2

If it says **2-Step Verification is on**, go to Step 2.

3

If not, click **Turn on 2-Step Verification** and follow Google's steps. Usually it texts a code to the store's phone.

Step 2: Make an app password

1

Go to myaccount.google.com/apppasswords (sign in again if asked).

2

In **App name**, type **Consign It** and click **Create**.

3

Google shows a 16-letter password, like **abcd efgh ijkl mnop**. Copy it or write it down. Google only shows it once - if you lose it, delete it on that page and make a new one.

Step 3: Put it into Consign It

1

Open Consign It on the office computer and click **SETTINGS**, then **ADMIN TOOLS**. Find the **Email Setup (Gmail)** box.

2

SMTP Host should say **smtp.gmail.com** and **Port 587** - leave them.

3

Username is the store's whole Gmail address. It ends in **@gmail.com** already - type the name in front of it. Click **Save**.

4

Click **App Password...** and type the 16 letters (spaces are fine).

5

Click **Send a Test Email**. Check the store's inbox for "Consign It test email".

Consign It now sends the vendors' daily sales at 9:00 PM (leave it open on the office computer), and the other emails whenever they're due.

CHAPTER 3

If the test email doesn't go out

What it says	What to do
The email server turned down the username or password	Gmail wants the app password , not the regular Gmail password. Make one (Step 2) and enter it with App Password.... Check the Username is the whole Gmail address.
You can't find App passwords on Google's page	2-Step Verification isn't on yet (Step 1). If it's a work or school Google account, its administrator may have turned app passwords off - use a regular Gmail address instead.
Couldn't find the email server smtp.gmail.com	The computer isn't on the internet right now, or the SMTP Host is typed wrong (it should be smtp.gmail.com).
Couldn't reach the email server on port 587	Check the internet connection. Some antivirus programs (and some store networks) block sending email - allow Consign It, or ask whoever set up the network to allow port 587.
It worked before and stopped	Changing the Google account's password cancels its app passwords. Make a new app password and enter it again.
Google sends a "security alert" email	That's normal right after you make an app password - Google is letting you know.
Vendors don't get the emails, but the test email worked	Ask them to look in their Spam folder and to add the store's Gmail address to their contacts.

Gmail lets an account send about 500 emails a day - far more than a store sends.

CHAPTER 4

Keeping it safe

- The app password only lets Consign It **send** email from the store's Gmail - it can't change the account. Don't use it anywhere else, and don't share it.
- To stop it working (a computer is stolen, for example), delete it at **myaccount.google.com/apppasswords**, then make a new one for the new computer.
- Consign It keeps it on the office computer only and never shows it again.

CHAPTER 5

Not Gmail?

Outlook.com, Yahoo, and most email companies work the same way - they give you their **SMTP host** and port (usually 587) and often an app password of their own. Type their host in **SMTP Host**, your whole email address in **Username**, and their app password with **App Password...** - then **Send a Test Email**.

Questions? Contact **Heirloom Software LLC** - (606) 521-7093 (text before calling for a faster response) or info@heirloomsoftwarellc.com.