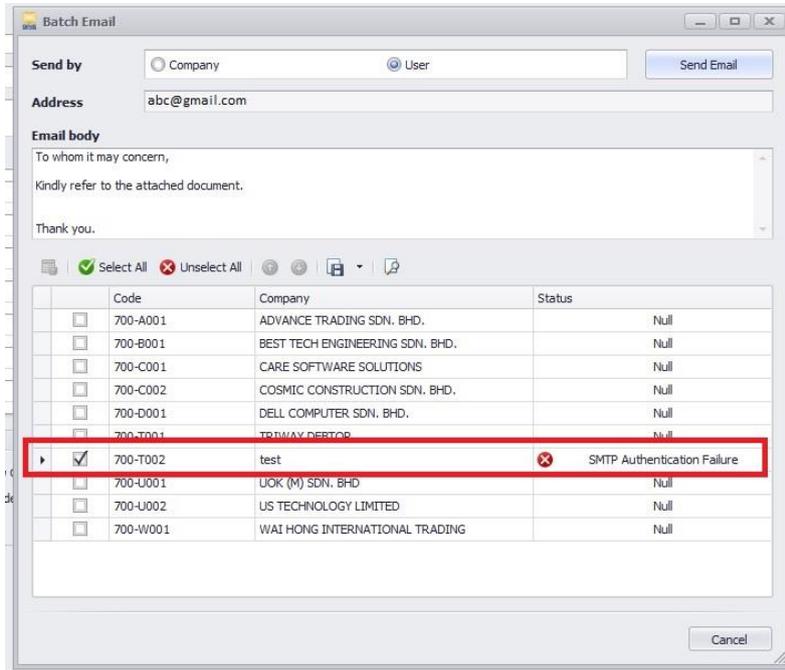
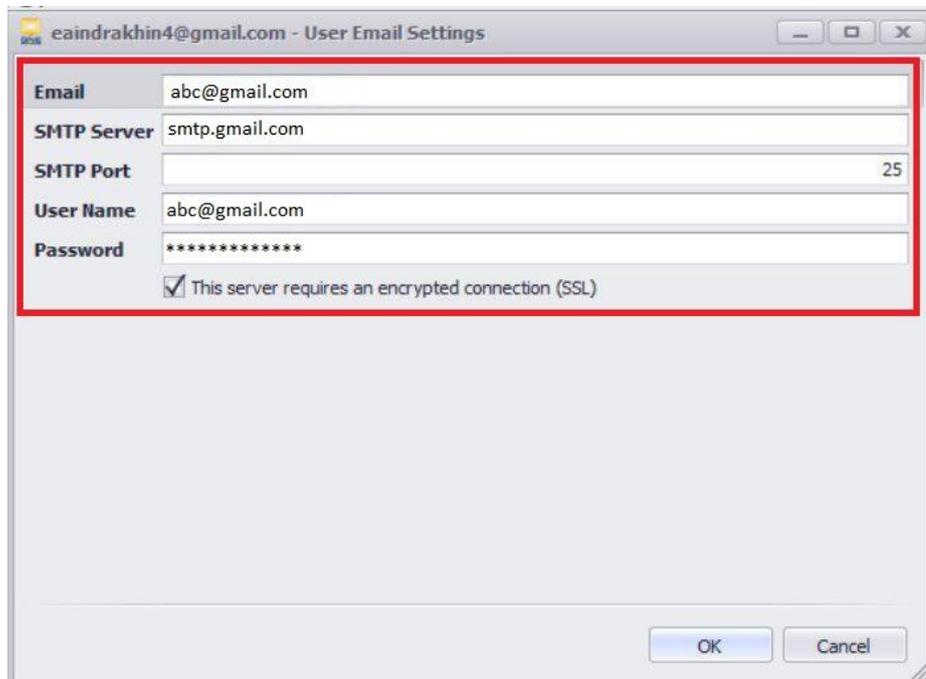


Gmail failed to sent out from QnE Optimum

When try to use Batch Email to send out Statement of Account and system show error message as below “SMTP Authentication Failure”



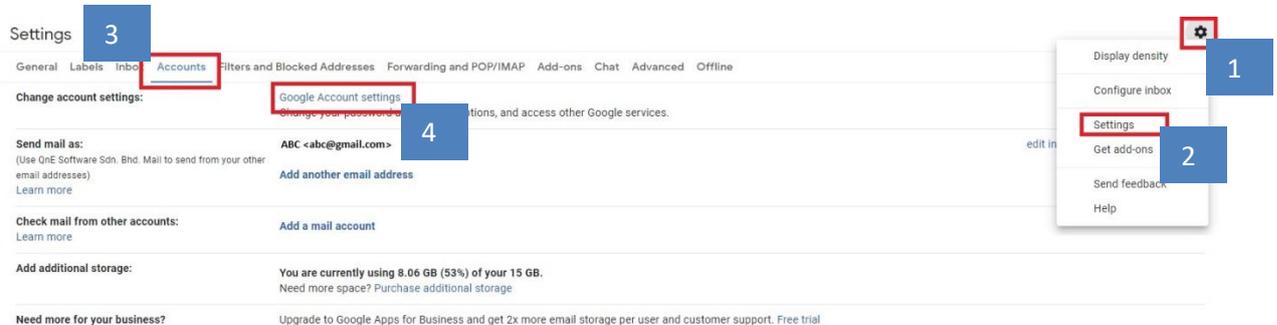
1st Step: Check the **Email Setting** for Gmail is correct.



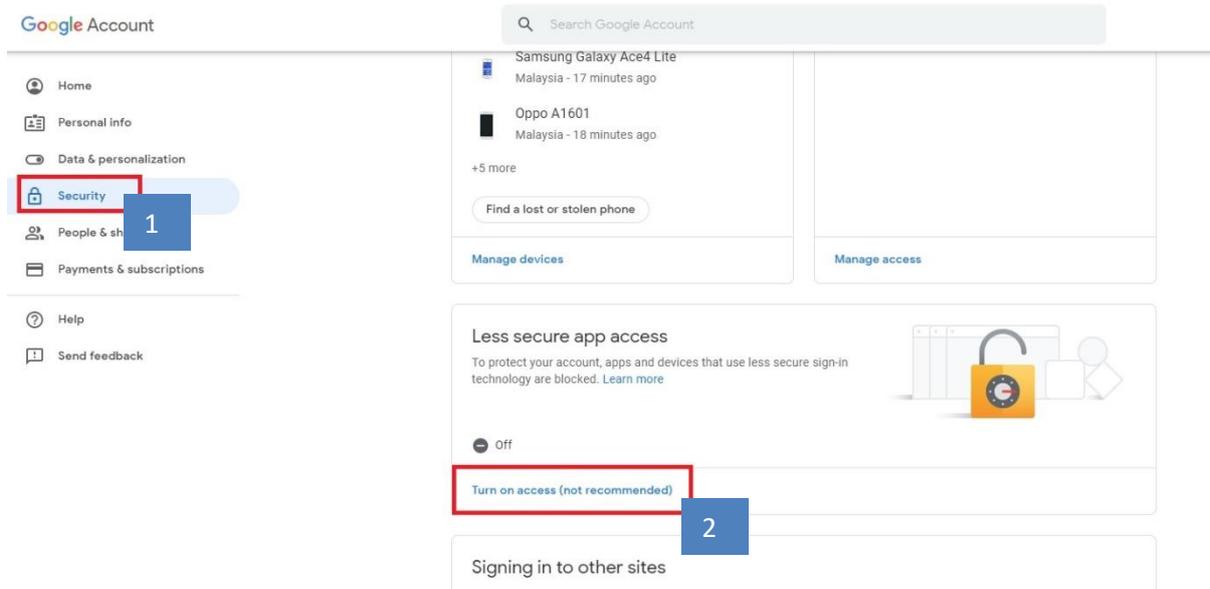
If the Email Setting is correct and still failed to send out email that means Gmail security had blocked to send email by 3rd party software

2nd Step: Please done the step below to allow 3rd party software to send out email

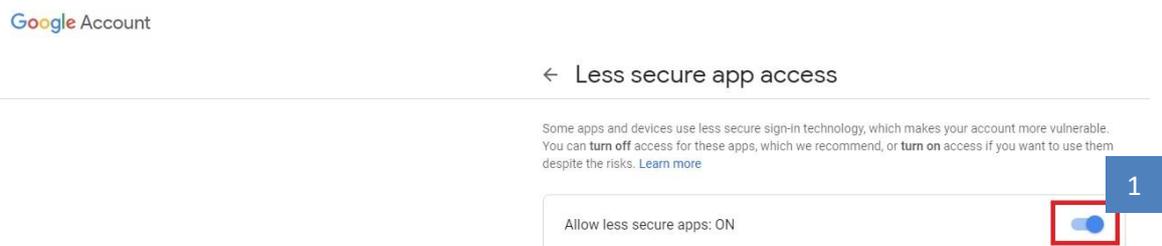
- 1) Login Gmail on Web Browser.
- 2) Click  icon > Click **Settings** > Click **Accounts** > Click **Google Account Settings**



- 3) Click **Security** > Now can see that **Less secure app access** is turn off > Click **Turn on access (not recommended)**



- 4) Turn on **Allow less secure apps**



After that try send batch email again and it's successful.

