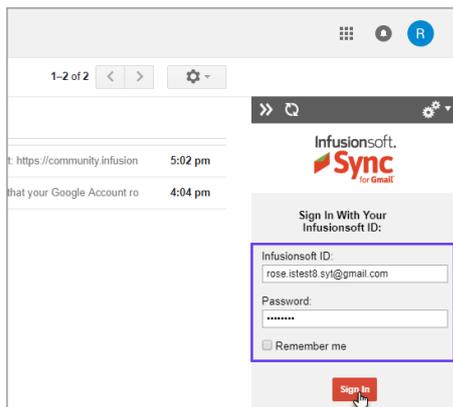


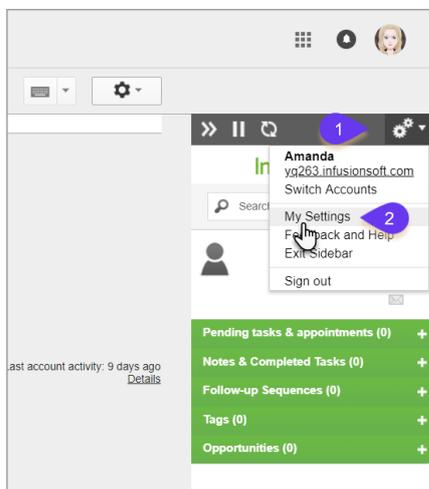
Enable Email Gmail Sync

Gmail Sync is no longer available. Please use the [Email Sync tool](#) that automatically syncs Gmail and Microsoft accounts to your Infusionsoft app.

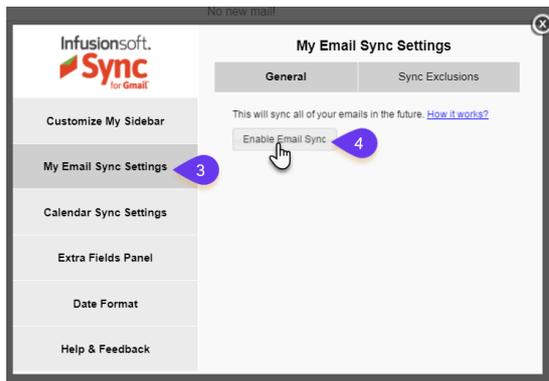
1. Log into Gmail Sync Sidebar



2. Go to the Gmail Sync gear icon and click "My Settings".



3. Click Enable Email Sync.



4. Type in the **Gmail** email address and **Gmail** password and click Save Gmail Settings then click "Save Gmail Settings"



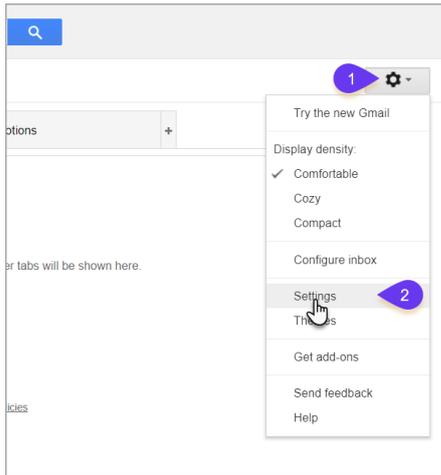
5. You are set up. Emails can take up to 2 hours to sync but usually only take 30 minutes.

- o This will only sync emails going forward not ones from the past.
- o There isn't a way to manually sync an email using Gmail sync
- o This will sync emails to and from contacts inside of Infusionsoft only. If the contact isn't in the system then it won't sync the email.

6. Please see the "[Error: Invalid Gmail Login or password](#)" section if you receive the error after attempted login.

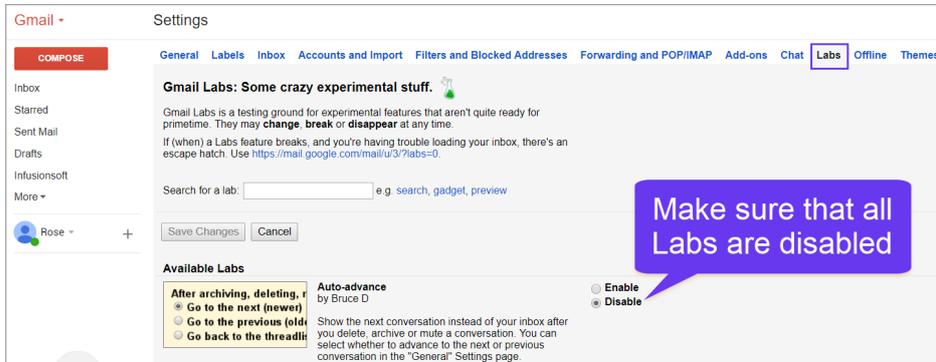
Error: Invalid Gmail Login or Password

1. Click the "Gear > Settings"



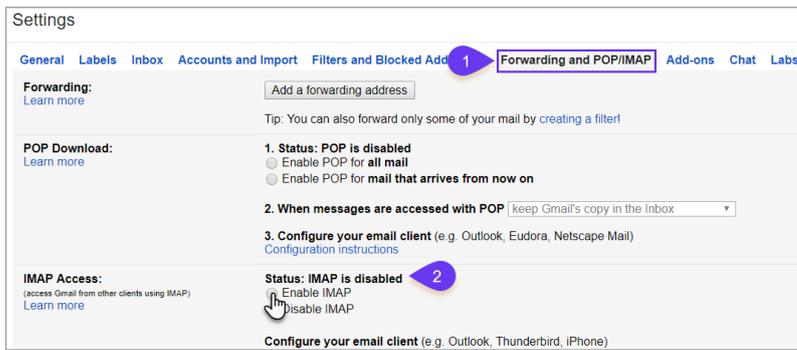
2. Go the "Labs" tab and make sure that all Labs are disabled. If you end up disabling any "Labs" scroll down to "Save Changes"

Note: If you clicked "Saved changes" for the "Labs" you be returned to the Inbox and will need click "Gear > Settings" again

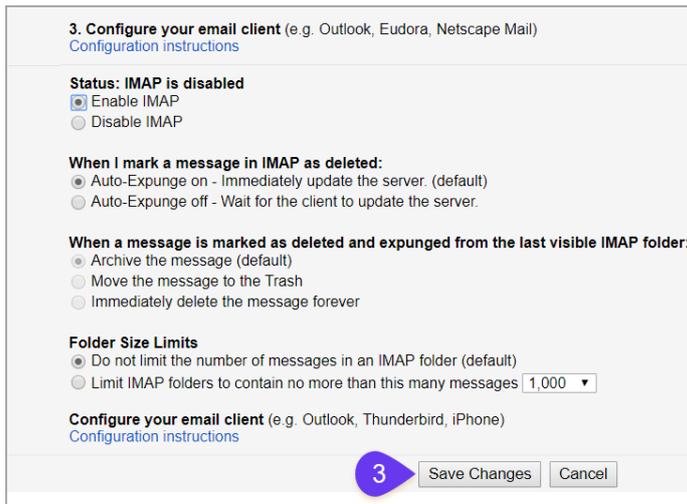


Pro Tip! All enabled labs will be at the top

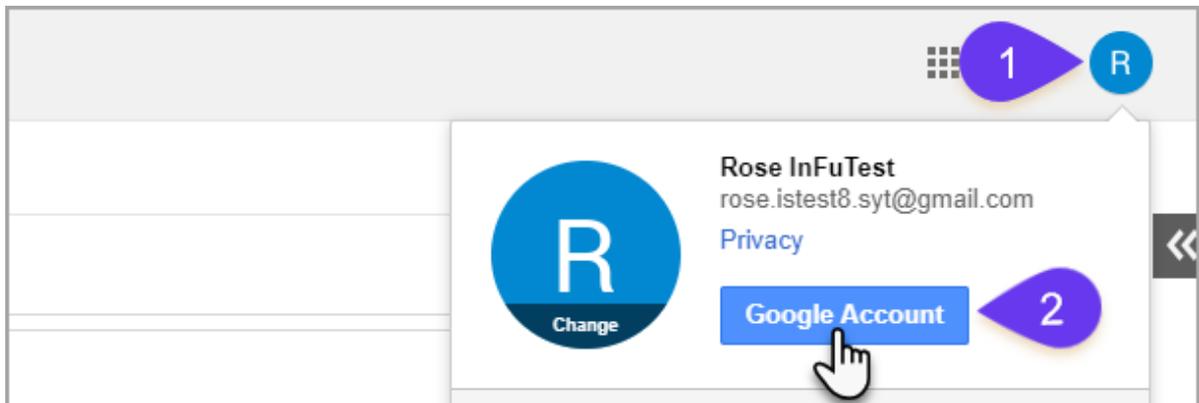
3. Click "Forwarding and POP/IMAP" tab and click "Enable IMAP"



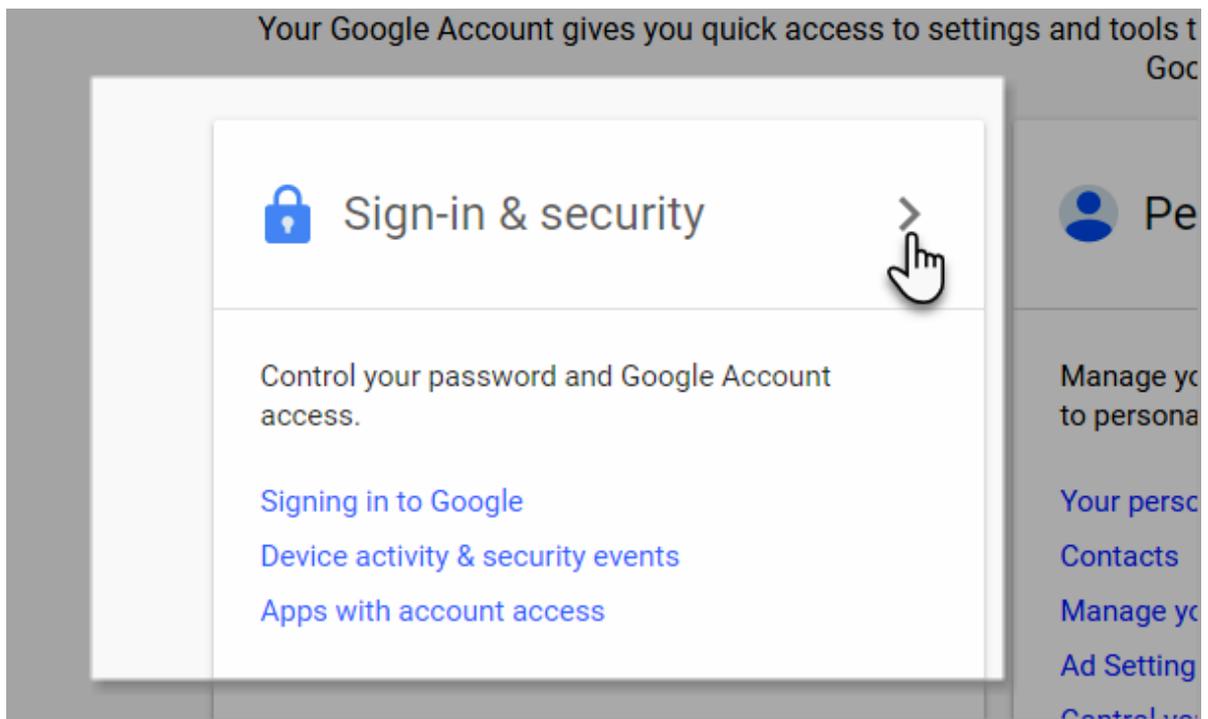
4. Click "Save Changes"



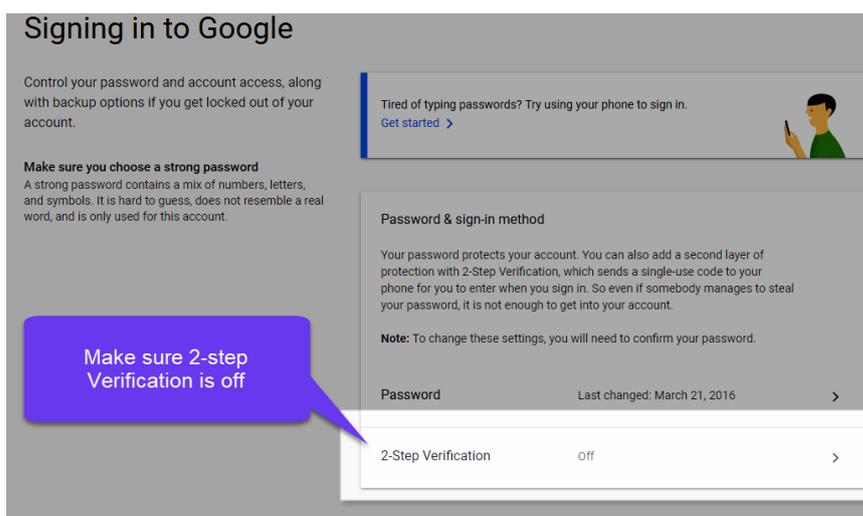
5. Click the image in the top right and click "Google Account"



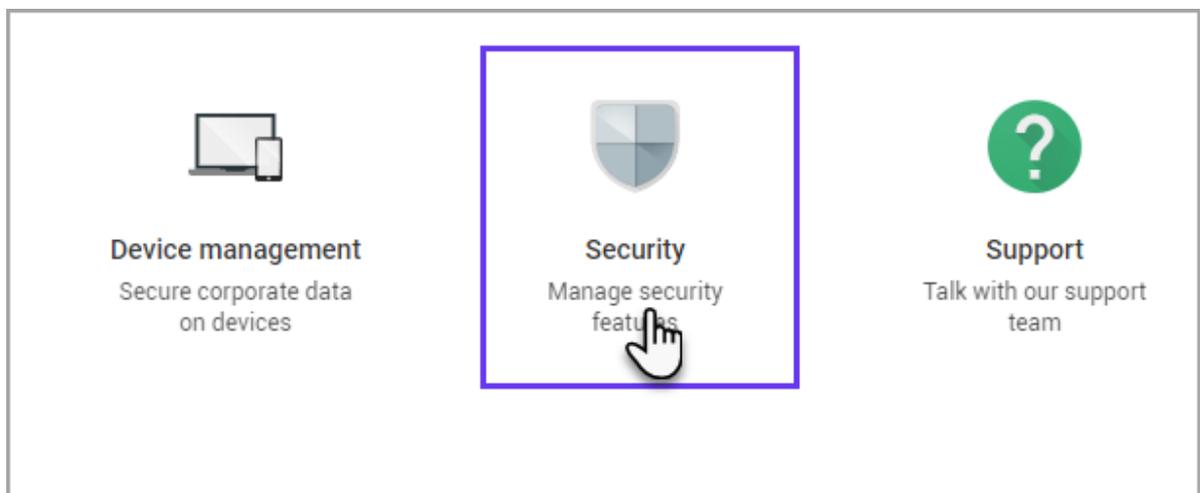
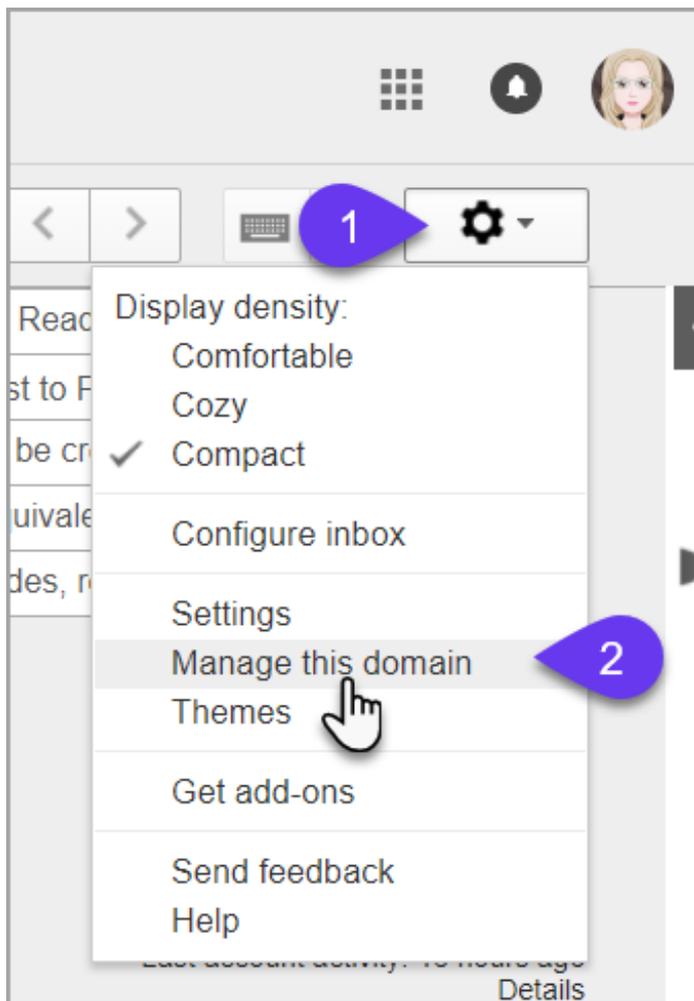
6. Click on "Sign-in & security"

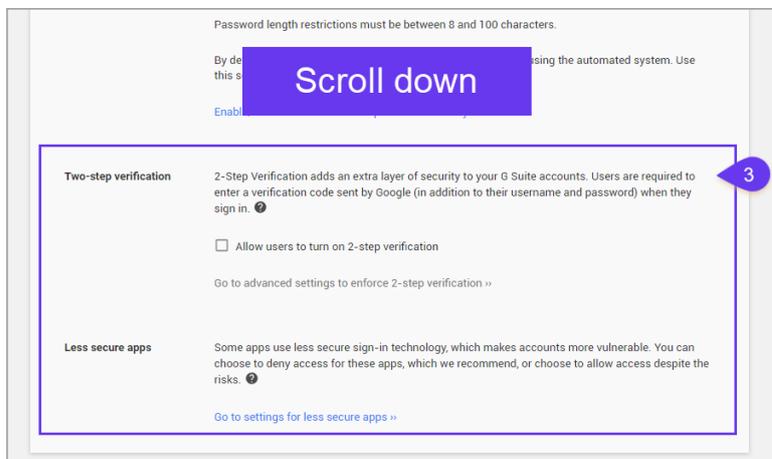
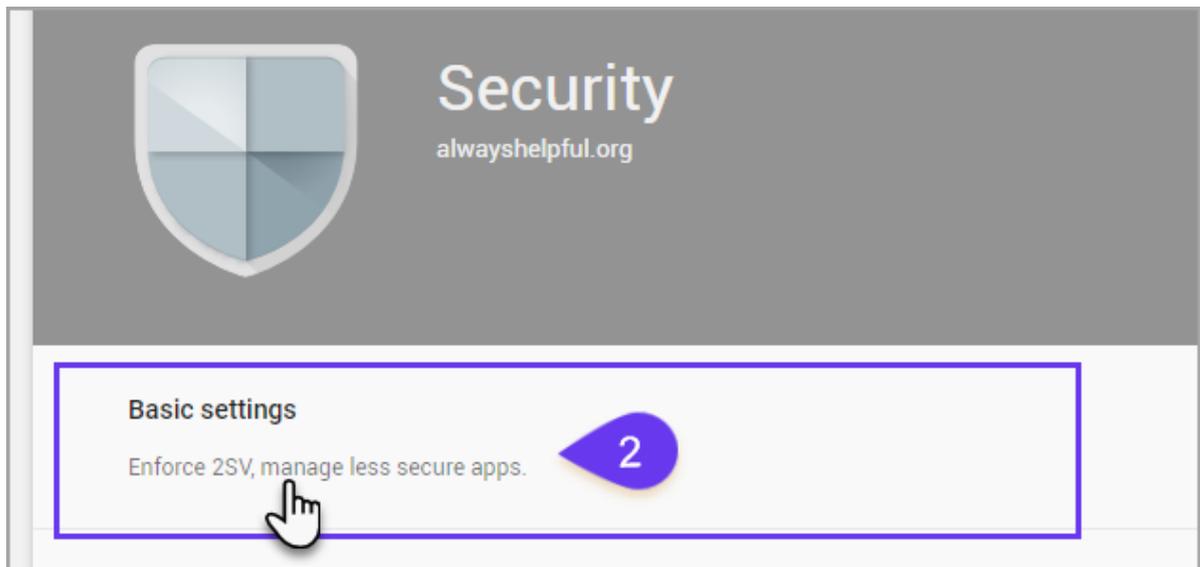


7. Make sure that 2-Step Verification is turned off.



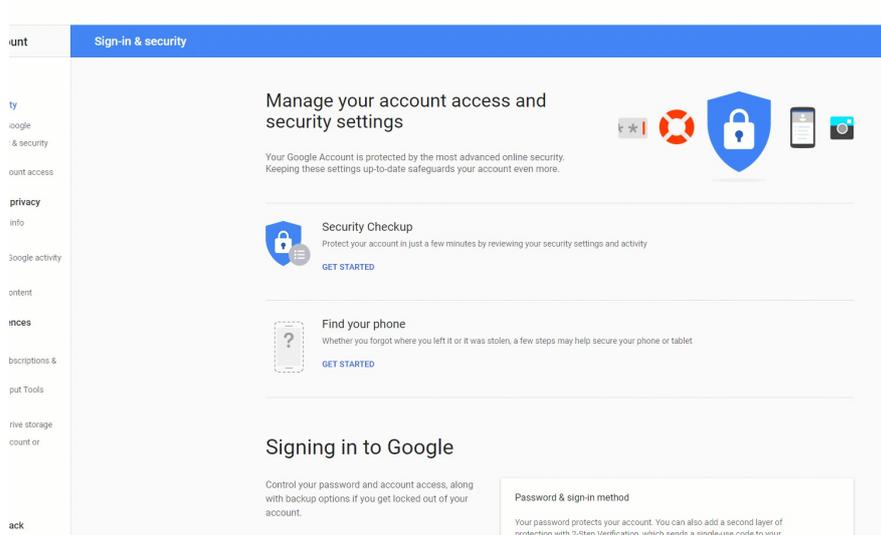
8. For a Google Business Domain. Log into your Admin Console.





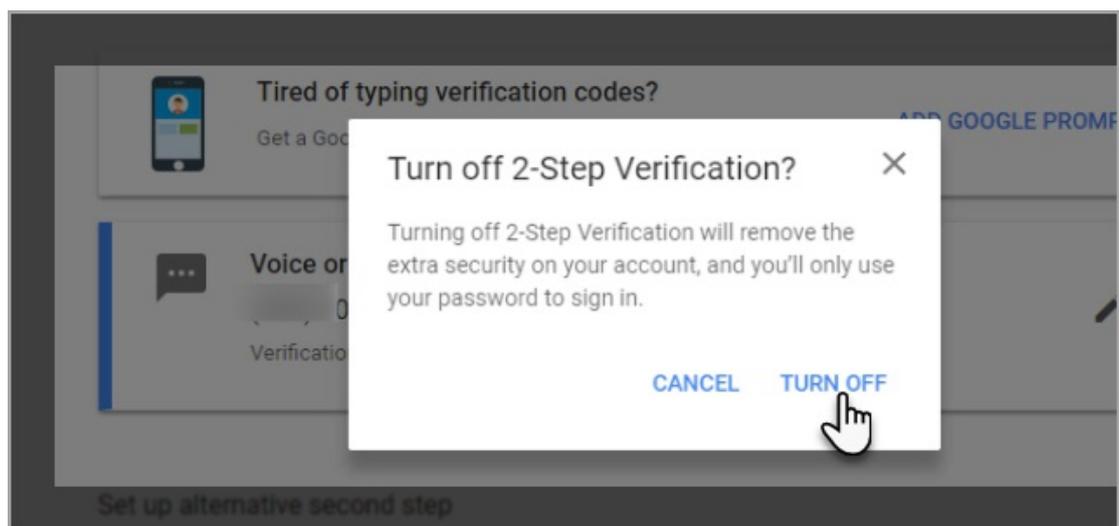
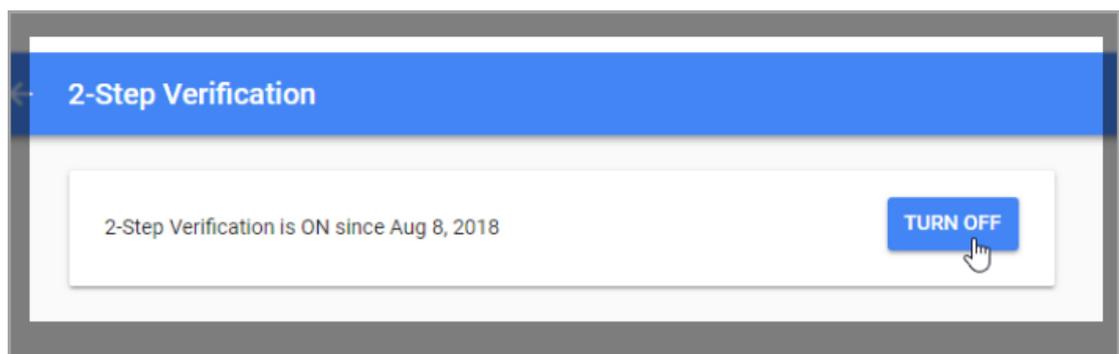
Note: In order for them to turn off 2 step verification they will need to log into their admin console. Here is a [google help article](#) about that.

9. How to turn it off 2-Step Verification



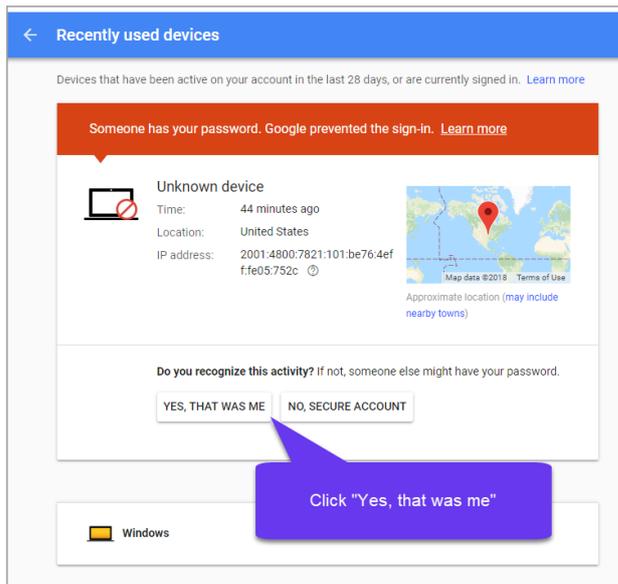
10.

- Click the 2-Step Verification
- You will be asked to sign into your account again
- Enter the verification code
- Click Turn Off

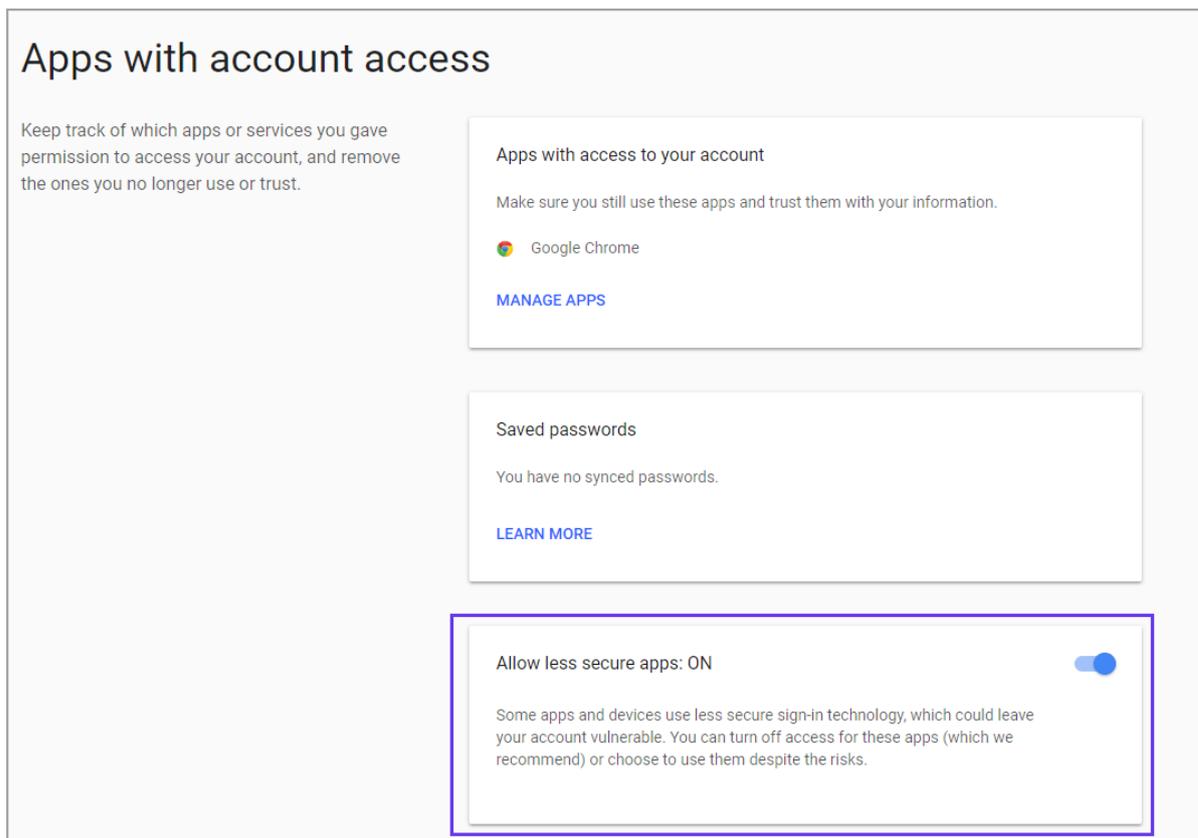


11. Find where it says "Recently used devices"

Click on "Review Devices"

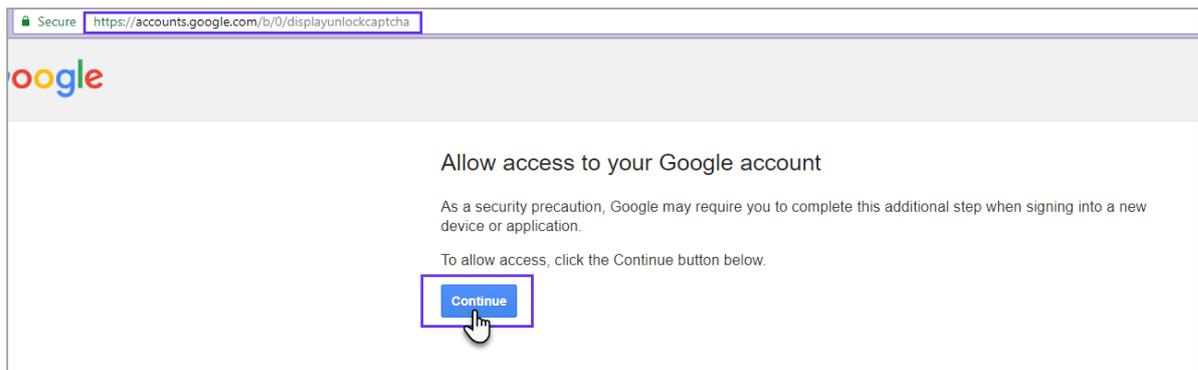


12. Turn on "allow less secure apps"



13. Sign into Gmail

14. Go to <https://accounts.google.com/b/0/displayunlockcaptcha> and click OK.



15. You can now go back to the Infusionsoft Sidebar to Sync your email.

Reminder: The emails will only sync going forward if there is a contact record inside of Infusionsoft with the same email address. This sync can take between 30 minutes - 2 hours. To run a test put the Date and time that you are sending the email then wait and come back to it later. This way if it doesn't sync you can see when the email was sent and we can try to figure out why.