

Configuring Outlook for use with Escan

Last Modified on 11/14/2024 7:20 am PST

Summary

This document shows you how to setup your Microsoft Outlook account to work with MyoVisions' Escan feature.

Have Office365 Outlook? See our support article [Configuring Office 365 to use with Escan](#)

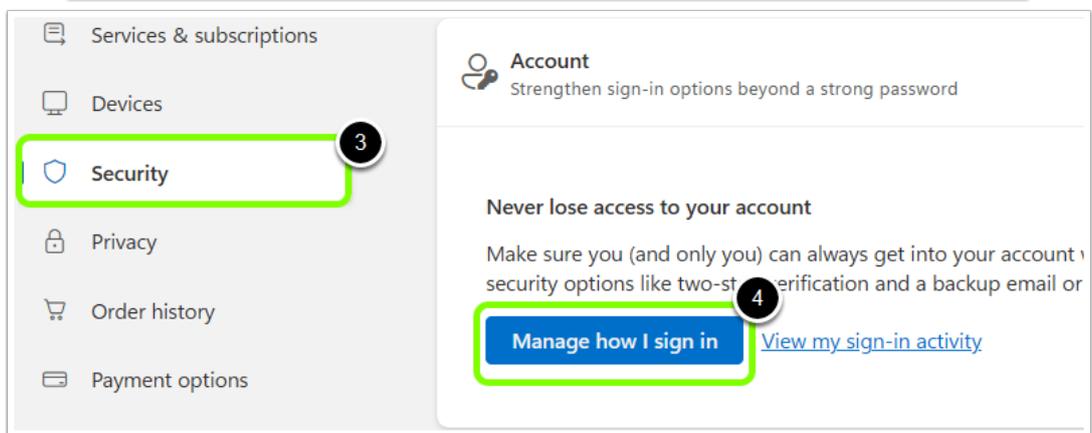
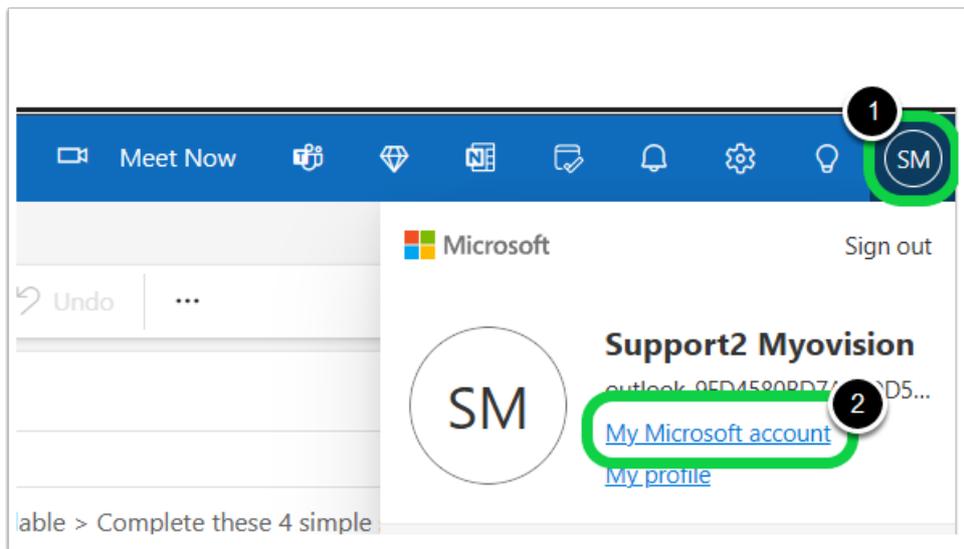
Before you Begin

1. Most Outlook accounts do not require additional setup, try following the steps in our [Setting Up Escan](#) article first. If those steps are not successful then proceed with this article.
2. This article is not for Office365 outlook accounts, see our other support article [Configuring Office 365 to use with Escan](#)
 - Uncertain if your account is Outlook or Office365 Outlook? If you have an Office365 subscription with access to MS Word and Excel then it is likely Office365, otherwise use Microsoft support article [HERE](#) to determine account type
3. **NOTE:** Outlook recently announced it is removing support for SMTP Authorization which is required for MyoVisions' Escan feature to work. This is expected to take affect September 2025 but some customers may be affected sooner. In these cases, we recommend using a different email service provider, such as Gmail, to link MyoVision to. See Microsoft announcement [HERE](#).

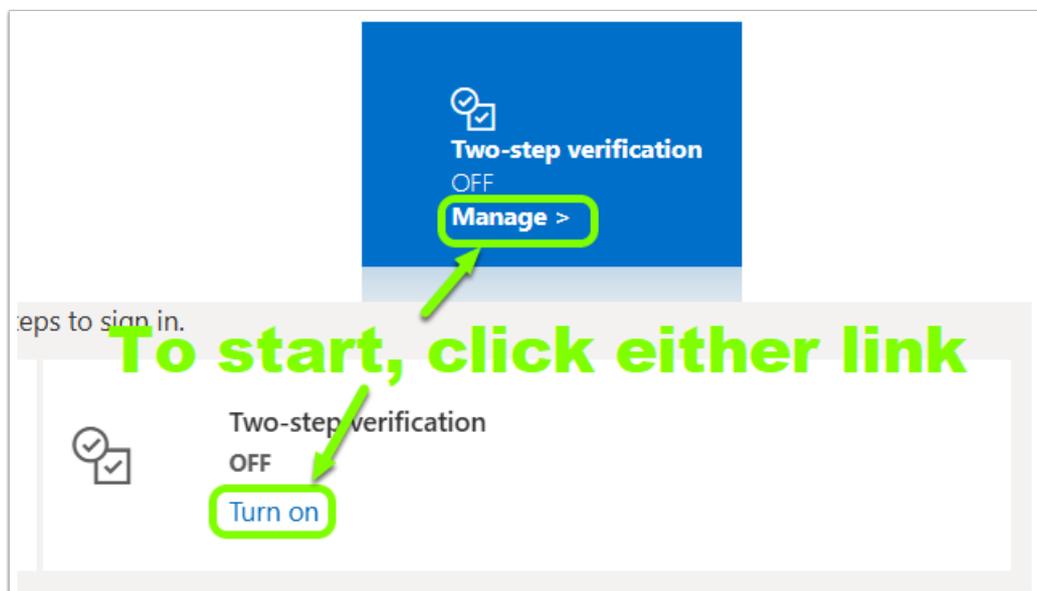
How to Configure Outlook to use with Escan

1. Turn on 2-step verification

- Open "Manage how I sign in" under Security Settings under "My Microsoft account"
 - Direct link [HERE](#)
 - OR
 - Open Outlook in your web browser and sign into the email account to access "My Microsoft Account" then select "Security" and "Manage how I sign in"
 - Open live.outlook.com in a web browser
 - Sign into email account that will be used in the MyoVision software
 - Click on the user icon in the top right corner of the software, then click on "My Microsoft Account"
 - Select "Security" then "Manage how I sign in"

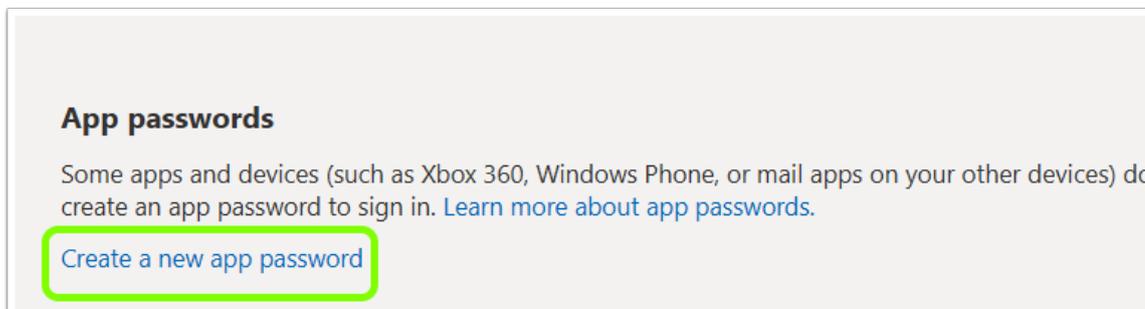


- Click on the option to turn on two step verification at the top of the page (exact look can vary, can say 'turn on' or 'manage')
 - Go through all prompts to turn on Two Step Verification
 - Using a phone number is possible rather than a Microsoft authenticator app, just choose 'Cancel' when that option comes up and it will turn on two step verification for the phone number in the Microsoft profile

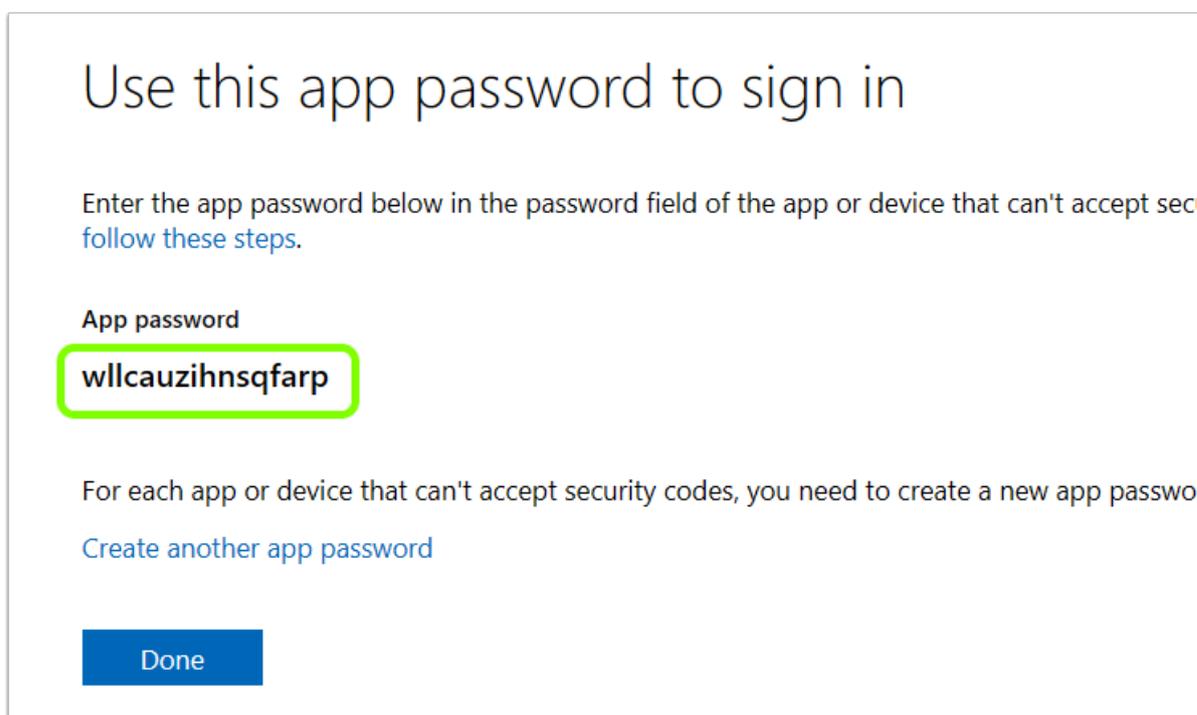


2. Create App Password

- For a direct link to create an App Password, click [HERE](#)
OR
- Open Security options in My Microsoft Account (same as prior step), this page may already be opened if two step verification was just turned on
 - Scroll down the webpage to find "App Passwords" section then click "Create new App Password"

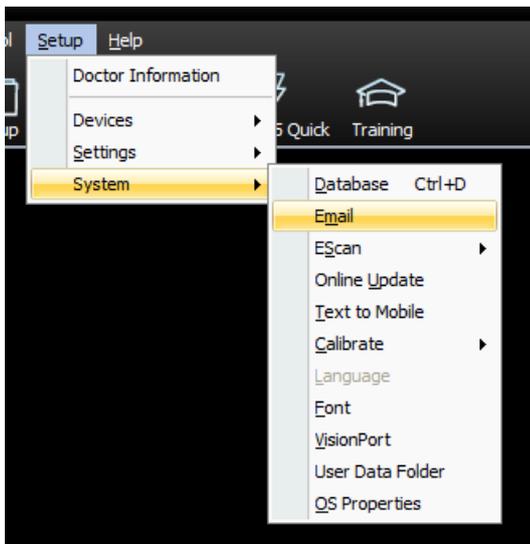


- Leave webpage open and proceed to Steps 3 and 4. The random set of letters circled below is the 'App Password' that will be used in the Password field in Step 4.



3. Open EScan's Email Settings

- Go to **Setup > System > Email**



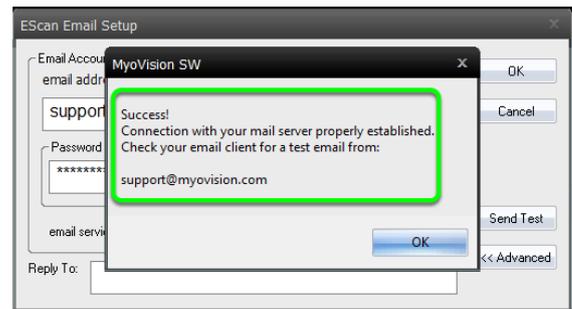
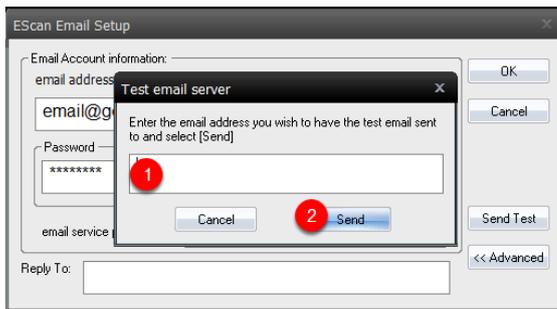
4. Enter Email Information

- In section 1, enter email address used in above steps
- In section 2, enter App Password created in Step 2
- In section 3, choose MS_Outlook

A screenshot of the 'EScan Email Setup' dialog box. The dialog has a title bar with 'EScan Email Setup' and a close button. It contains several input fields and buttons. A red box with the number '1' highlights the 'Email Account information' field, which contains the text 'email address / user name (i.e info.myofficeemail@gmail.com)'. A second red box with the number '2' highlights the 'Password' field, which has a 'Hide' checkbox checked. A third red box with the number '3' highlights the 'email service provider' dropdown menu. Other elements include 'OK', 'Cancel', 'Send Test', and '<< Advanced' buttons, and a 'Reply To:' field at the bottom.

5. Send A Test Email

- Click "Send Test" and enter any email address that you have access to
- After pressing send it will show if the test succeeded
- If the email was unsuccessful, check to make sure that your password is the App Password generated previously and email service provider is correct. If they are then your Outlook account may no longer accept SMTP authorization ahead of schedule and a different email service provider is likely required. See Microsoft announcement [HERE](#).
 - Or contact MyoVision Technical Support for assistance or to confirm the issue.



Note: If you need help at any point, please reach out to our technical support team at 1-800-969-6961, option 2. (International: 206-448-3464) Office hours are 8:00am - 4:00pm M-F, PST.
