

How to Create a Microsoft App Password

Before You Start:

- You must have 2-Step Verification (2FA) enabled.
 - App passwords will NOT appear until 2FA is ON.
 - SMTP must be enabled for the specific sender email address in Microsoft 365
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1. Open Microsoft Account Settings

1. Go to: <https://mysignins.microsoft.com/security-info>
 2. Sign in if needed.
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2. Enable 2-Step Verification

1. Click **“Add sign-in method.”**
 2. Select **“Authenticator App”** or **“Phone”**.
 3. Complete the verification setup.
 4. Return to the Security Info page.
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3. Access App Passwords

App passwords may not show unless MFA is fully enabled.

Method A — Using Microsoft Security Info:

1. Go to: <https://mysignins.microsoft.com/security-info>
2. Click **“Add sign-in method.”**
3. Choose **“App password.”**
4. Re-enter your password if prompted.

Method B — Direct Link (if supported by your organization):

<https://mysignins.microsoft.com/security-info>

(Then choose **Add sign-in method** → **App password**)

If “App Password” does not appear:

- Your Office 365 admin may have security defaults enabled (these disable app passwords).
- SMTP AUTH may be disabled for this account.

4. Re-enter your password.

4. Generate Your App Password

1. Under “Create a new app password,” type (“InfoHubX” or other name).
2. Click “**Next**” or “**Add.**”
3. Microsoft will show a 16-character password (example: jqrx dybl alpj hgsg).

5. Fill and Save SMTP Configuration

1. Go to Email Settings Page on InfoHubX and fill in the SMTP Configuration.
2. Click “Save SMTP Settings”.
3. Click “Send Test Email” and a test email will be sent to the sender email address.

SMTP Server smtp.office365.com

Port 587

Sender Email (Username) your full Gmail address (e.g., user@company.com)

Sender Password your 16-character app password

Note | SMTP must be enabled for this user in Microsoft 365 Admin Center.

6. Manage App Passwords

- You cannot view the app password again.
- If you lose it, delete it and create a new one.