

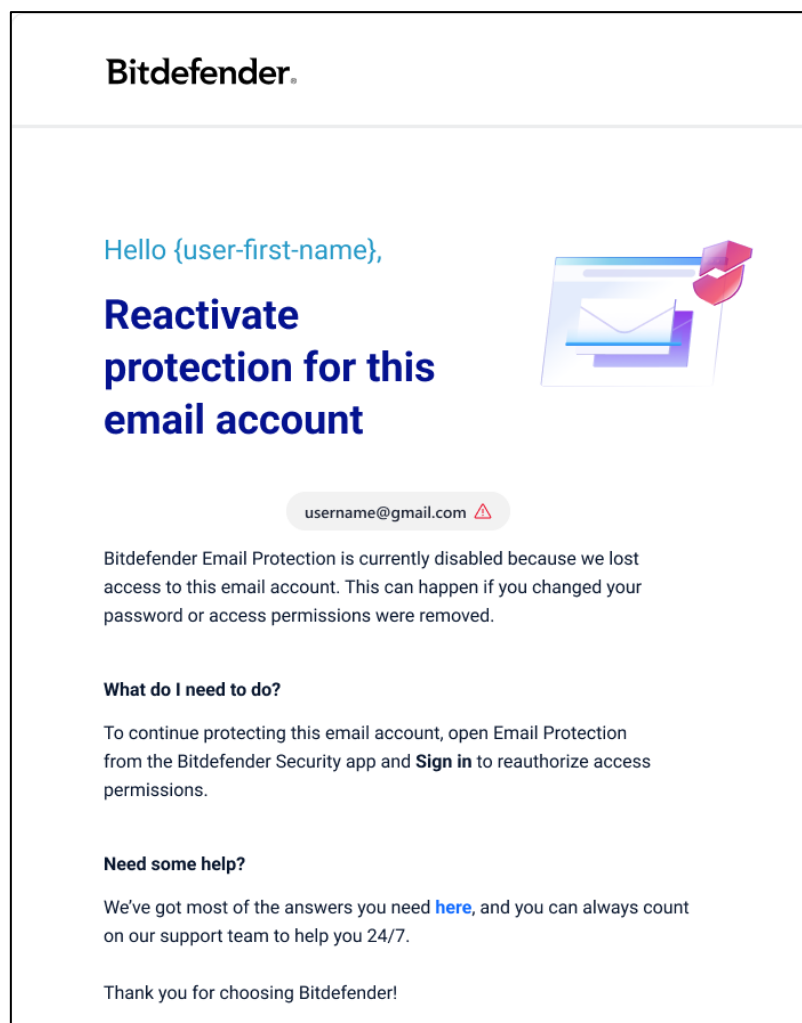
Fix “Email Protection Disabled” in Bitdefender Security App

Bitdefender Email Protection monitors your mailbox by scanning incoming emails for potential threats. However, there are instances where this feature may become disabled for a particular mailbox. This guide is intended to help you understand why Email Protection might get disabled and provide step-by-step instructions on how to restore it to ensure continuous protection for your email account.

Email Notification

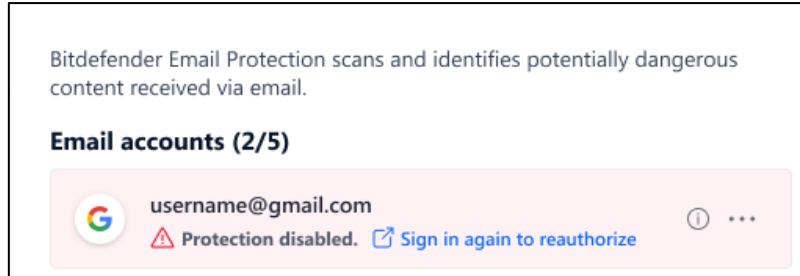
If Email Protection gets disabled, you will receive an email notification with the following content:

Subject: Bitdefender Email Protection got disabled. Reactivate protection.



Interface warning

In the Bitdefender Security app and in your [Bitdefender Central account](#), a specific status will be visible for the affected mailbox, indicating that the protection is disabled and requires reauthorization.



Why is Email Protection disabled?

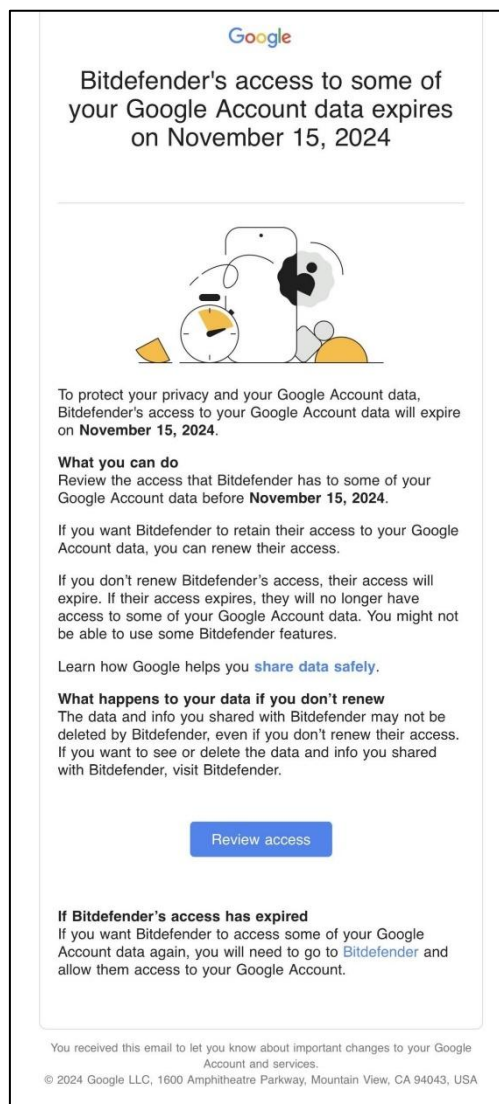
Bitdefender Email Protection can appear disabled for several reasons, even if you have an active subscription. These reasons include:

- **Password Change:** Changing your email account password can cause Bitdefender to lose access to your mailbox.
- **Access Manually Revoked:** You may have accidentally or intentionally revoked permissions directly from your e-mail account settings.
- **Google Reauthentication Requirement:** Google requires you to reauthenticate third-party apps connected to your Gmail account every 6 months. Google will send reminders before the access expires to help you renew it on time.

How to Re-Authorize Email Protection

By following the steps below, you can ensure that your email remains protected by Bitdefender. Remember to renew permissions proactively and respond promptly to any notifications from Google or Bitdefender regarding access issues.

Reauthorizing Before Access Ends

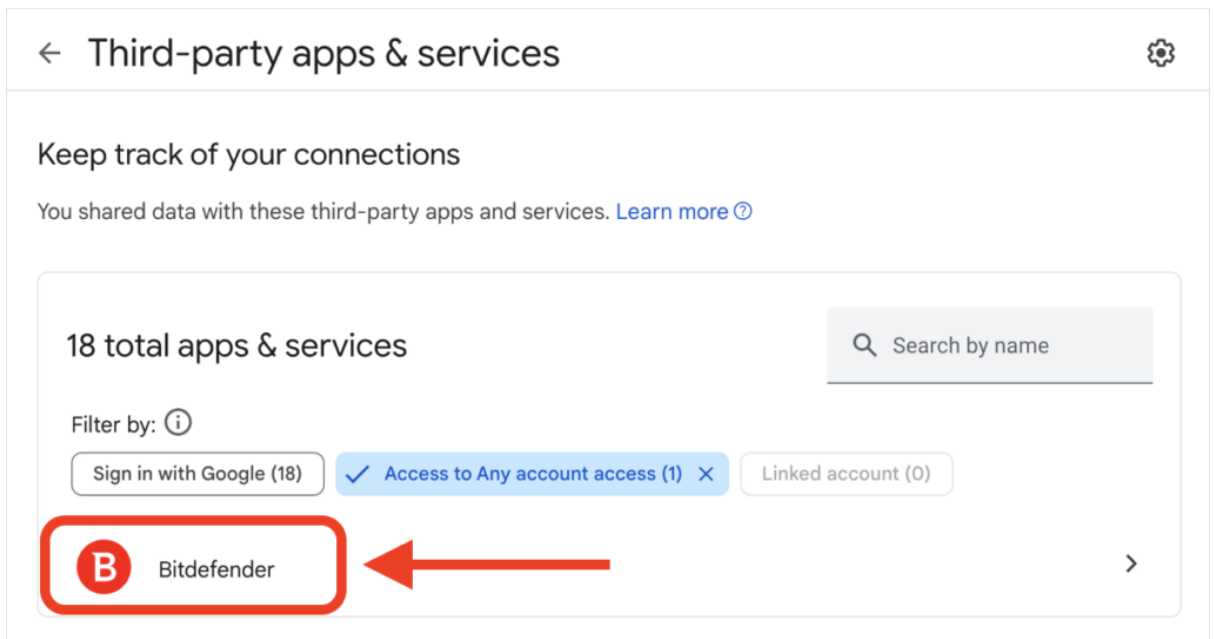


Google sends reminders to all users of third-party services linked to their Gmail, such as Bitdefender Email Protection, to review access and renew permissions every 6 months. The email from Google is titled **Bitdefender's access to your Google account data will expire soon**.

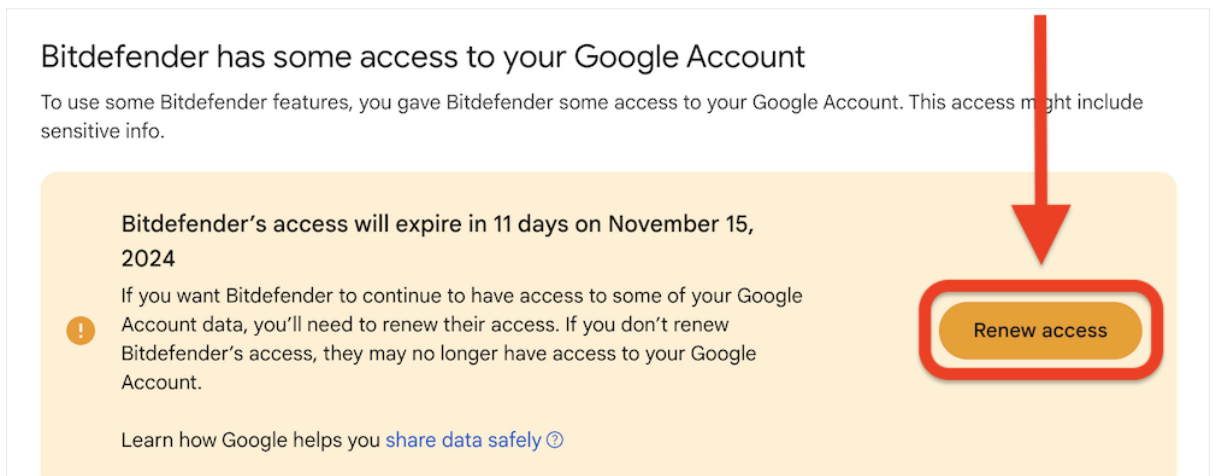
To renew Bitdefender's access before it expires, click the **Review access** button in the email from Google and follow the on-screen instructions, or use these steps:

1. **Go to Google Account Settings:**
 - Open your web browser and navigate to myaccount.google.com.
 - Sign in to your Google account.
2. **Access Third-Party Apps & Services:**
 - [Click here](#) to view the **Third-party apps & services** section.
3. **Find Bitdefender:**

- In the list of third-party apps, select **Bitdefender**.



- If Bitdefender's access is about to lapse, you will see an option to **renew access** when you scroll down.
- Follow the on-screen instructions to allow Bitdefender to protect your Gmail account.



Reauthorizing After Access Ends or Password Change

If the permissions have been revoked or you have changed your email account password, you need to reauthorize Email Protection through the Bitdefender Security app. Here's how:

1. Open Bitdefender Security app:

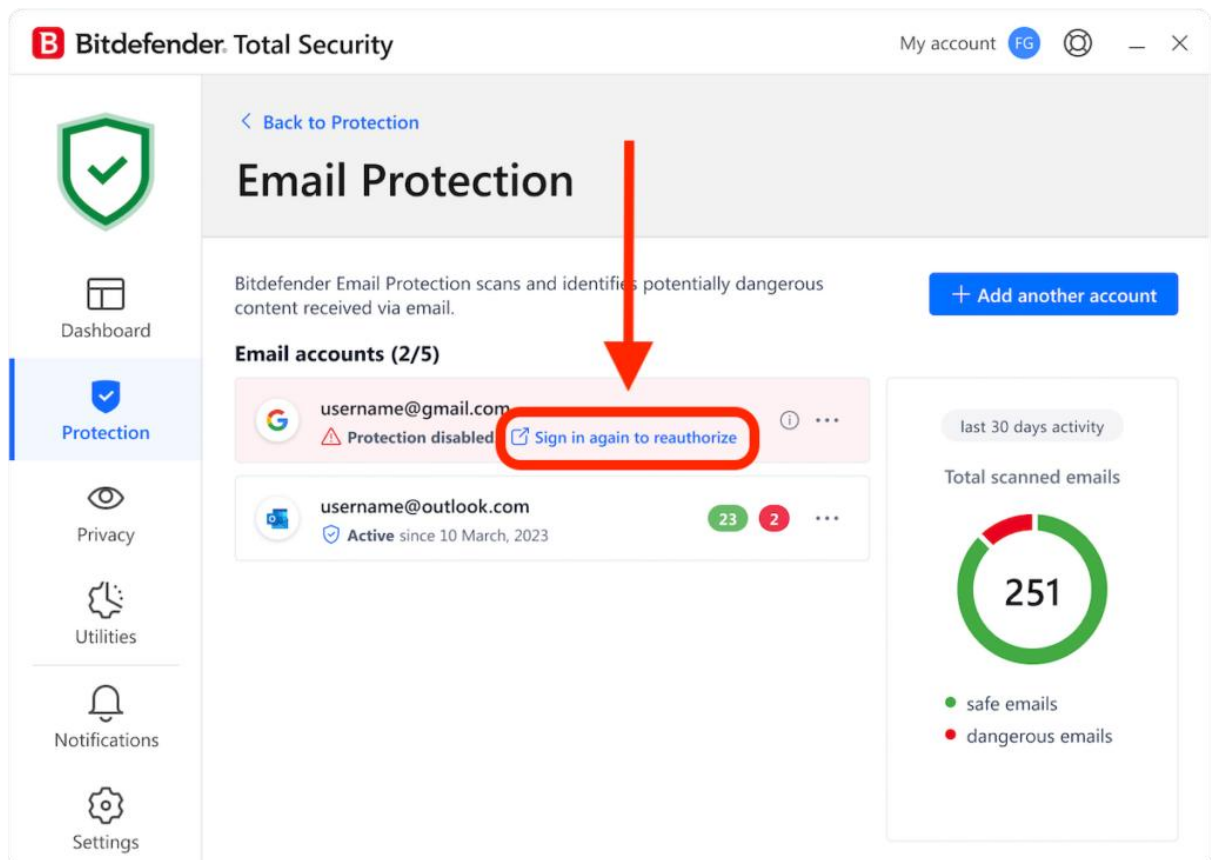
- Launch the Bitdefender security solution installed on your Windows or Mac computer.

2. Open Email Protection:

- Click on **Protection** in the left-hand side menu.
- Open the **Email Protection** section.

3. Reauthorize Access:

- The affected mailbox will be highlighted in red with the label: **Protection disabled**.
- Click the **Sign in again** link to reauthorize.



- Follow the on-screen instructions to sign in and allow Bitdefender to protect your email account.