



E-Mail Troubleshooting Guide

RioNET E-mail Uses Secure Federated Active Directory - These notes will help find & correct most problems.

RioNET Email uses Microsoft Office 365 which is much like other Outlook Web Mail services, but specialized in that it uses the University's domain names (@rio.edu & @students.rio.edu). A Federated Identity solution is maintained back to campus for secure logins that do NOT transfer user passwords to Microsoft.

RioNET email is highly secure and uses the most currently advanced web protocols. Not all web browsers can meet the requirements and Safe Computing Best Practices will assure a secure and usable service.

These notes are provided as troubleshooting suggestions for resolving issues.

1. Google Chrome will not let users authenticate with ADFS, which prevents users from successfully “redirecting” back to campus.
 - a. Users should use a fully up-to-date version of Internet Explorer or Firefox. Safari & Firefox on the Mac works. Mobile browsers are a mixed bag – using the specific mobile apps always works best.
2. Settings in IE &/or Firefox will not let users access the SSL/TLS functionality of ADFS; resetting the advanced settings back to defaults fixes this.
 - a. Tools > Internet Options > Advanced > Reset (don't check the checkbox)
3. Viruses/malware & toolbars have prevented users from logging in; it redirects fine, but won't accept authentication since the virus/malware tries to hijack their session.
 - a. Uninstall any unnecessary programs that may seem suspicious.
 - b. Use a recognized malware scanner to delete these threats.
4. Users don't know what their password really is; they put it in their phone then forget what they actually put in there. Resetting password fixes this.
 - a. Users can reset their own password if they've already gone through the Password Registration process.
 - b. Use the Password Reset feature on www.rio.edu/email to reset passwords if they have registered.
 - c. Otherwise contact CC&N by email to support@rio.edu, in person, or by phone.
5. Using a computer in a secure business setting (hospital/bank/etc.) can prevent users from using external authentication providers RioNET ADFS and other similar...).
 - a. Please try using a computer at home or at the local library.
 - b. This could also occur in K-12 school settings.
6. The computer clock is too far off.
 - a. Check and correct the clock settings to reflect the local time zone and time.



7. The “redirection” authentication box pre-appends their local computer name to the username field, which tries to pass local authentication.
 - a. Click the “Use Another Account” button - this requires users to retype the email address and password.
8. Users aren’t correctly typing @students.rio.edu after their username and the redirection never occurs.
 - a. Review what is being typed as username, and verify it.
9. Users can not have two open Microsoft Mail Accounts open in different windows of the same browser. The mail system has associated the user and browser to a specific user account.
 - a. Use two different browsers, if necessary - one Microsoft IE and the other Firefox.
10. Safe Computing and Private Browser Windows are now considered best practice whenever Personal Identifiable Information is typed into a browser form or text entry box.
 - a. Choose this option typically found under Menu\Tools.
Shortcut: CTRL+SHIFT+P
11. Clearing browser cache and history is recommended.
 - a. Stubborn computers, despite doing everything correctly, sometimes still have orphaned and abandoned temporary files disrupting the proper use of secure browsing.
 - b. Choose this option typically found under Menu\Tools.
Shortcut: CTRL+SHIFT+DEL
 - c. Personal use of products like CCleaner can be most helpful.
12. E-mail applications like Mozilla Thunderbird can be configured for RioNET mail using Office365 as IMAP/SMTP.
 - a. Begin the new account setup/configuration...
When it fails to authenticate the account, click on manual setup.
 - b. Change the inbound and outgoing server names to: outlook.office365.com
13. Mobile device e-mail is easily added to tablets and smartphones through the Settings menu options or by installing a Microsoft OWA app.
 - a. Apple iPhones & iPads: use the Mail, Contacts, Calendar tool.
 1. Add New Account, Exchange, type in the user’s e-mail address and phone number – then continue with the prompts.
 - b. Android phones and tablets: use Accounts tool
 1. Add New Account, Exchange (Corporate or Microsoft ActiveSync), type in the user’s e-mail address and phone number – then continue with the prompts.
 - c. If forwarded to a manual setup, make sure the Server = m.outlook.com
 - d. Good Mobile apps exist for both iOS and Android (No Kindle version, yet)
 1. OWA for iPhone (App Store), Microsoft Corporation
 2. OWA for Android (Pre-Release) (Play Store), Microsoft Corporation