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 is uses the University's domain names (@rio.edu & @students.rio.edu).
- Our Federated Identity solution is directed 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 Safe Computing Best Practices to assure a secure and usable service.
- These notes are provided as troubleshooting suggestions for resolving most issues.

1. Google Chrome and Chromebooks now lets users authenticate with ADFS, which allows successful connections "redirecting" back to the campus authentication page.
   a. Users should use a fully up-to-date version of Internet Explorer or Firefox.
      Safari & Firefox browsers on the MacOS works fine.
      Mobile device browsers are a mixed bag of success and usability.
      Please use the specific mobile e-mail apps instead of the mobile device browser.
2. Settings in Edge, IE &/or Firefox will sometimes 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. Some antivirus programs block the RioNET authentication.
   a. A URL filtering exception must be added for *.rio.edu
   b. Refer to the program's feature instructions for how this exception is entered.
5. Users don't know what their passwords are - often they put it in their phone then forget what they actually put in there. Resetting password fixes this.
   a. Users can reset their own RioNET password if they've already gone through the Password Registration process.
   b. Use the Password Reset feature at password.rio.edu to reset passwords if they have registered. (Or, Register as a new user)
   c. Otherwise contact CC&N by email to support@rio.edu, in person, or by phone.
6. Using a computer in a secure business setting (hospital/bank/etc.) can prevent users from using external authentication providers like RioNET ADFS and other similar…
   a. Please try using a computer at home or at a local public library.
   b. This could also occur in K-12 school settings.

7. The computer clock is too far off – Correct time and time zones matter.
    a. Check and correct the clock settings to reflect the local time zone and time.
8. Users are not correctly typing @students.rio.edu as their username.
    a. Review what is being typed as username, and verify it.
9. Users cannot 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. Office 365 supports stand-alone e-mail applications using POP/IMAP/SMTP.
    a. Begin the new account setup/configuration…
       Choose manual setup.
       POP: Server = outlook.office365.com, Port = 995, Encryption method = TLS
       IMAP: Server = outlook.office365.com, Port = 993, Encryption method = TLS
       SMTP: Server = smtp.office365.com, Port = 587, Encryption method = STARTTLS
13. Mobile device e-mail is easily added to tablets and smartphones through the Settings menu options, or by installing a mobile device Microsoft Outlook app.
    a. Apple iPhones & iPads: use Setup / Accounts & Passwords tool.
        1. Add New Account, Exchange, type in the user's e-mail address and description, Next – 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
        1. Microsoft Outlook for iPhone (App Store), Microsoft Corporation
        2. OWA for Android (Pre-Release) (Google Play Store), Microsoft Corporation
        3. Kindles do not support a Microsoft e-mobile device e-mail app (sorry).

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