Student and Adjunct Email Troubleshooting Tips

Fall 2013

Wayland Baptist University upgraded their student and adjunct email accounts on July 5, 2013 at the request of Microsoft. As a result of that required upgrade, some adjuncts and students have had problems logging into their @wayland.wbu.edu email accounts. Listed below are some common troubleshooting tips that can be attempted before contacting the I.T. Help Desk at <u>itsupport@wbu.edu</u> or (800) 203-9048. Tips **#1** and **#3** have been especially helpful for several people.

<u>Tip #1 – Do not use an old Bookmark (Favorite) or non-WBU web address</u>

Some students/adjuncts may have saved the WBU email login page as a bookmark (favorite), and may still be trying to use that bookmark which links to an *old* (or changing) web address. The **web addresses** that will **ALWAYS** take you to the correct login location, and should **ALWAYS** be used are:

- <u>www.wbu.edu/email</u>
- email.wbu.edu

The web addresses above should now take you to an Office 365 sign in page. If that is not what you are seeing, then you are not at the right website.

Web addresses that will <u>NOT WORK</u> for accessing your email:

- Outlook.com
- Live.com
- Hotmail.com
- Office365.com

<u>Tip #2 – How to respond to the "can't be used" or "doesn't exist" error messages</u>

If you attempt to login from an **old** web address such as <u>www.outlook.com</u>, you may see an error message similar to one of the following after logging in:

Returning students may see a "can't be used" error:

This account can't be used to access Outlook.com
You're currently signed in with an Office 365 email account, which can't be used with Outlook.com. Please click here to sign out of your Office 365 account, then use another Microsoft account to sign in to Outlook.com (for example, your hotmail.com, live.com, or msn.com account).

New students may see a "doesn't exist" error:



That Microsoft account doesn't exist. Enter a different email address or get a new account.

Microsoft account What's this?

first.last@wayland.wbu.edu

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Keep me signed in

Sign in

Do NOT click on any of the links suggested by the error messages above. **Instead, close your browser** (all tabs). Then open your browser back up and go to <u>www.wbu.edu/email</u>. At the Office 365 login page, try to login with your normal @wayland.wbu.edu email address and password. This usually works; if not, see Tip #3.

Tip #3 – Empty your browser cache (on a PC)

Clear your PC browser's cache and cookies:

- With the browser open, hold down the [Ctrl] + [Shift] + [Delete] keys at the same time.
 - In Internet Explorer:
 - Check the appropriate boxes:
 - [x] Temporary Internet Files... [x] Cookies...
 - [] Preserve Favorites website data (may need to uncheck)
 - Then click "Delete"
 - In Mozilla Firefox:
 - Check the appropriate boxes, and click "Clear Now."
- After the files are finished deleting:
 - Close the browser (all tabs).
 - Open a new browser session.
 - Try logging in again at: www.wbu.edu/email

Clear Recent History					
Time range to clear: Last Hour					
Dgtails					
V Browsing & Download History					
V Form & Search History					
Cookies					
Cache					
☑ Active Logins					
Offline Website Data					
Site Preferences					
Clear Now Cancel					

<u>Tip #3A – Empty your browser cache</u> (on an iMac)

Clear your iMac browser's cache and cookies:

- With the Safari browser open, hold down the [Option] + [Command \Re] + [E] keys at the same time to Empty caches.
 - Then from the Safari menu, choose Reset Safari...
 - Check the appropriate boxes:
 - [x] Clear history
 - [x] Remove all website data
 - This removes cookies too.
 - [] uncheck other unwanted items
 - o Then click "Reset"
- After the *Reset Safari* action is finished:
 - Close the browser (all tabs).
 - Open a new browser session.
 - Try logging in again at: <u>www.wbu.edu/email</u>



Delete Browsing History

viewing.

History

Form data

Passwords

Download History

details about your visit.

Preserve Favorites website data

Cookies and website data

List of websites you have visited.

List of files you have downloaded.

Temporary Internet files and website files

preferences or improve website performance.

Saved information that you have typed into forms.

ActiveX Filtering and Tracking Protection data

About deleting browsing history Delete

 $\bar{\rm Keep}$ cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

Copies of webpages, images, and media that are saved for faster

Files or databases stored on your computer by websites to save

Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing

×

Cancel

Tip #4 – "Password Incorrect" or Expired error on Mobile Device

If your mobile phone loses its direct connection with your @wayland email and begins to display a "Password Incorrect" message, your password may have *expired* (or changed) and needs to be reset manually with a regular browser.

In such a case, open a web browser, and go to <u>www.wbu.edu/email</u>. Try logging in with your last known password. If that password has merely expired, then you should be prompted with an *Update Password* screen similar to the one below. Change your password as instructed in the browser, then try the new password on your mobile device.

Undate	Dassword
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You must update your password because this is the first time that you've signed in or your password has expired.

User ID:	
test.studentc@wayland.wbu.edu	
* Old password:	
* New password:	
D 1 1 1	
Password strength	

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Pass	word Inco	orrect	
Enter the pa accou	ssword for t nt "Student	he Exchar Email"	ige
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Parentword			_ 1
Cancel		OK	- 10
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ASD	FGH	IJK	(L
☆ Z X	CVF		1
.7123	space		return
and a second		1.82	

Tip #5 – None of the above steps worked

If none of the above steps work, or if you get the message:



This doesn't look like a valid user ID

Make sure you typed the user ID assigned to you by the organization. It usually looks like someone@example.com or someone@example.onmicrosoft.com.

Try one of the following:

- Click Sign in with a different user ID, and then enter your full email address and password again.
- Try using a different web browser or computer.
- In Internet Explorer, try opening an *InPrivate* browser session.
 - With the browser open, hold down [Ctrl] + [Shift] + [P] at the same time.



• After the *InPrivate* window opens, type <u>www.wbu.edu/email</u> in the address box and press [Enter]. Wait a few seconds to be redirected to the correct login screen; then try logging in again.

If none of the above works, contact the I.T. Help Desk at <u>itsupport@wbu.edu</u> or (800) 203-9048 for assistance.