

# Accessing Email at UCR

# Who provides our campus e-mail?

- **Google** for faculty/students\*
  - Branded as **R'Mail**
- **Microsoft Office 365** for staff\*
  - Referred to as **O365**



- Features: Email, calendar, and contact syncing
- We'll look at how to access your email account via different methods and platforms
- Common problems & troubleshooting

# Two options for accessing email

## **Use a web browser**

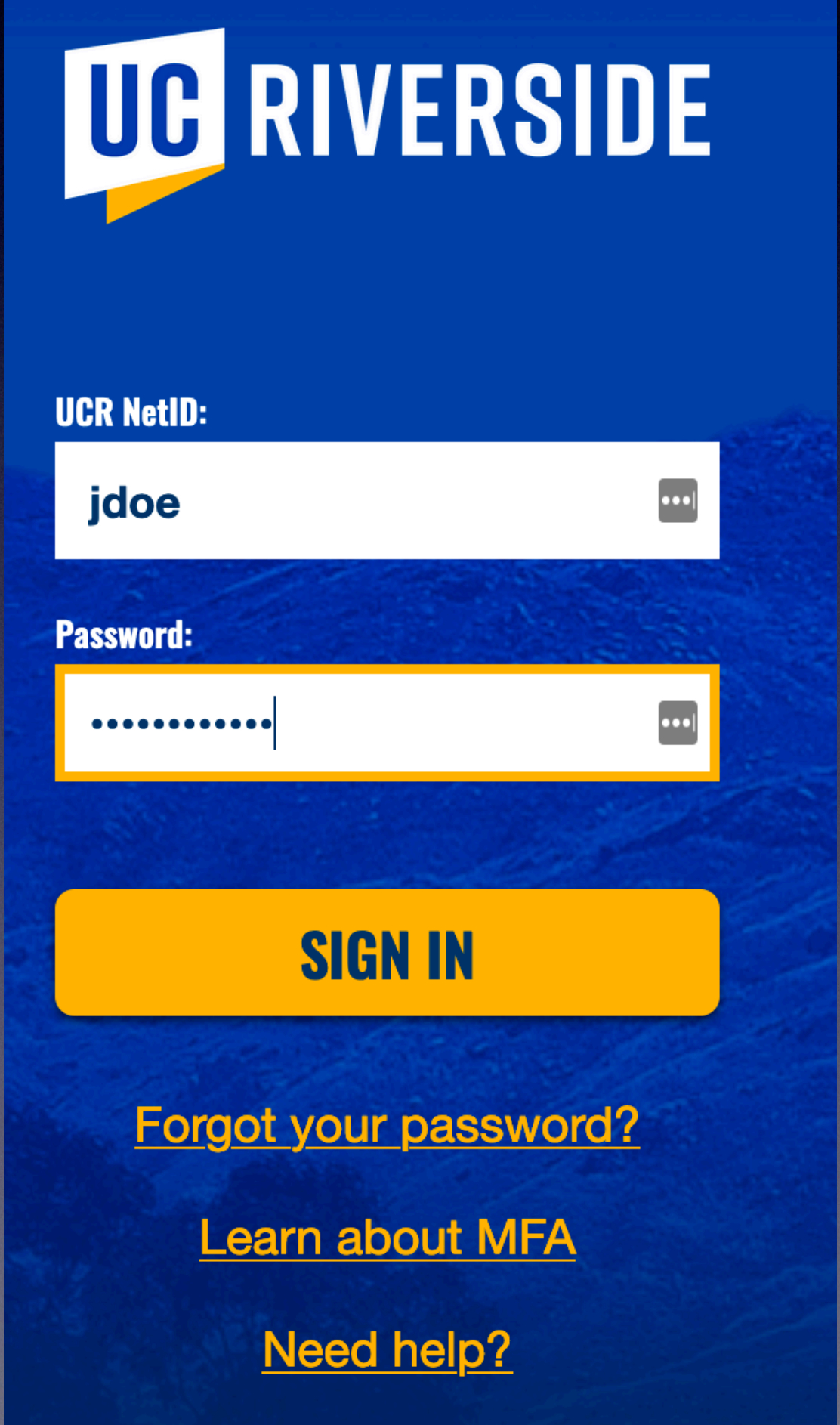
- Pros: No app needed, use anywhere, no mail stored on computer
- Cons: Hard to work with on mobile, no mail stored on computer

## **Use an email application, like Outlook, Mac Mail, etc**

- Pros: Easy to work with on mobile, mail stored on computer
- Cons: More complex to setup, mail stored on computer

# R'Mail browser access

- Open your browser of choice
- Navigate to <http://rmail.ucr.edu>
- Login at the UCR Central Authentication Services (CAS) page with your campus netID and password



The screenshot shows the login interface for UCR Riverside. At the top left is the UCR Riverside logo. Below it, there are two input fields: one for 'UCR NetID:' containing the text 'jdoe' and one for 'Password:' with masked characters. A yellow 'SIGN IN' button is positioned below the password field. At the bottom, there are three links: 'Forgot your password?', 'Learn about MFA', and 'Need help?'.

**UCR RIVERSIDE**

UCR NetID:  
jdoe

Password:  
.....

**SIGN IN**

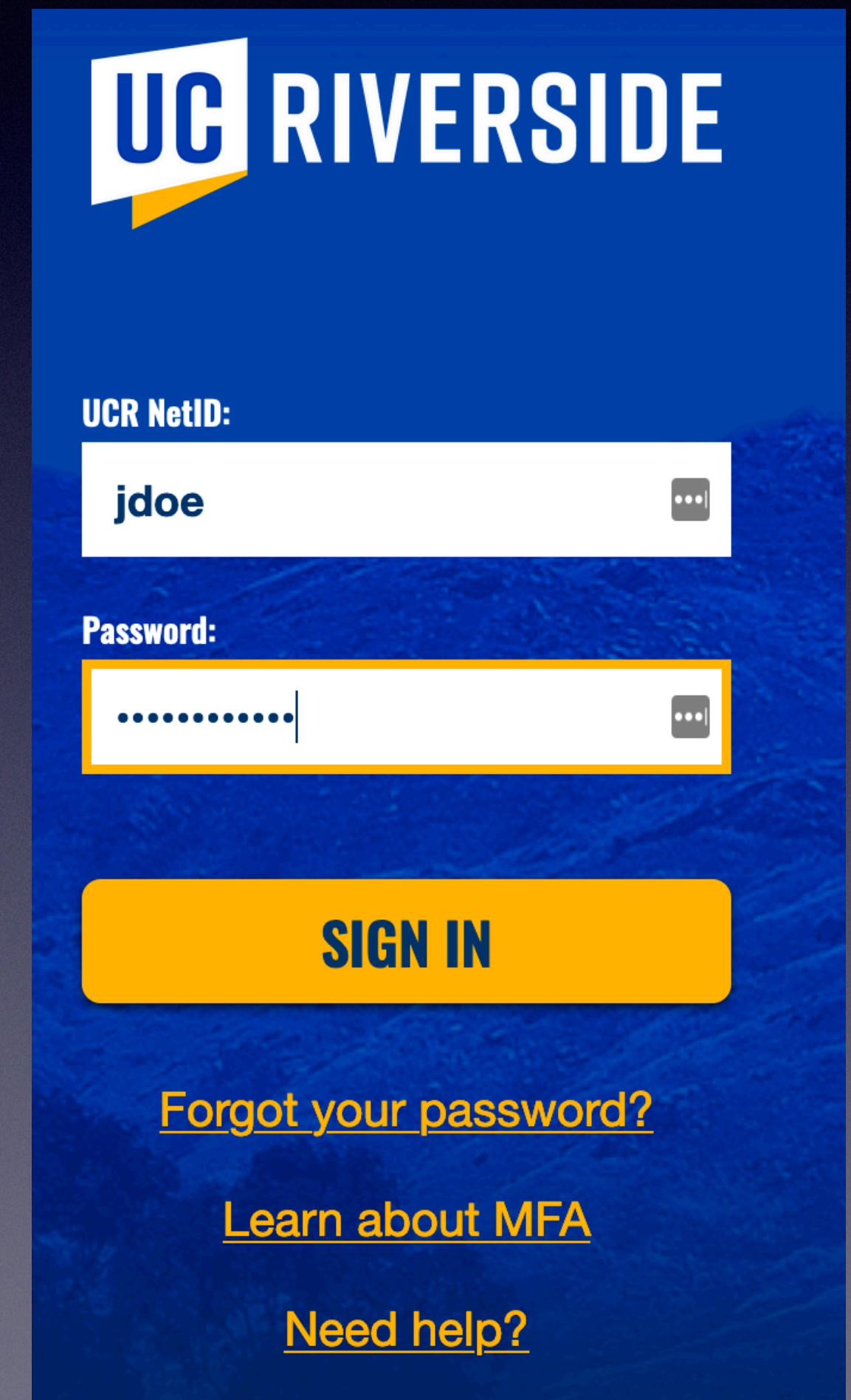
[Forgot your password?](#)

[Learn about MFA](#)

[Need help?](#)

# O365 browser access

- Open your browser of choice
- Navigate <http://outlook.com/ucr.edu>
- Login at the UCR CAS page with your campus netID and password



The screenshot shows the UCR Riverside login page. At the top left is the UCR RIVERSIDE logo. Below it are two input fields: 'UCR NetID:' with the value 'jdoe' and 'Password:' with a masked password. A yellow 'SIGN IN' button is centered below the fields. At the bottom, there are three links: 'Forgot your password?', 'Learn about MFA', and 'Need help?'.

**UCR RIVERSIDE**

UCR NetID:  
jdoe

Password:  
.....

**SIGN IN**

[Forgot your password?](#)

[Learn about MFA](#)

[Need help?](#)

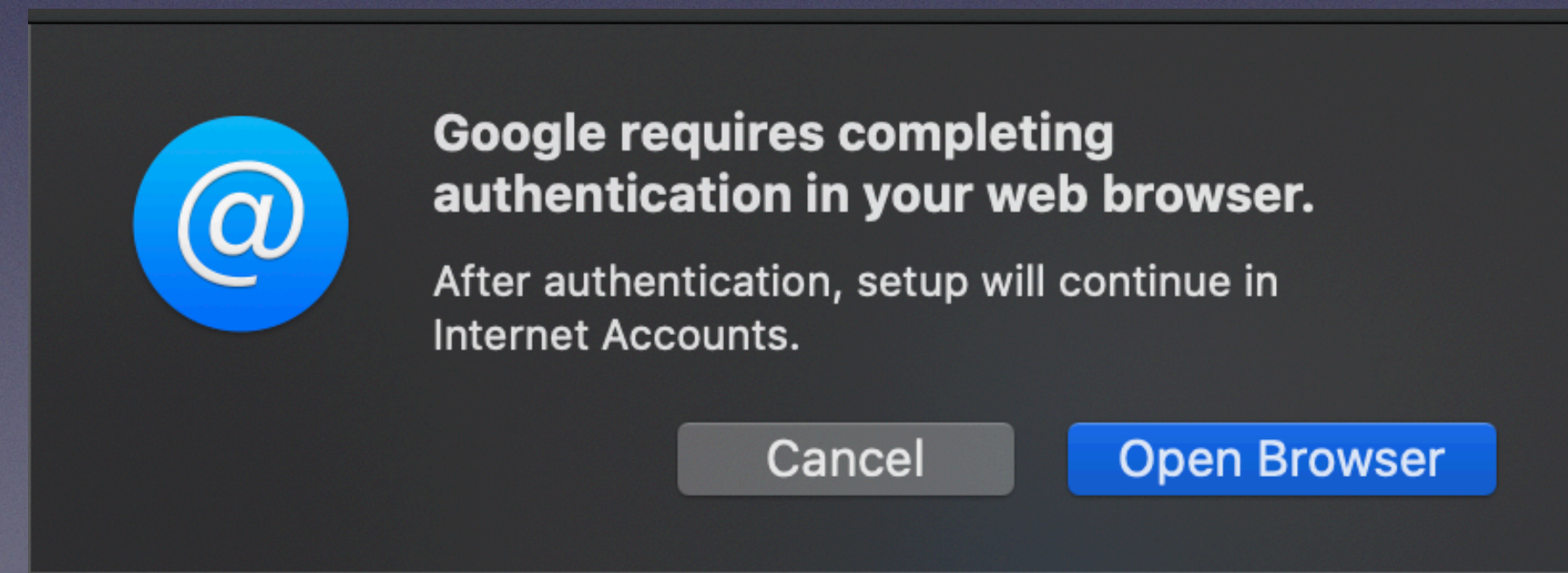
# R'Mail access using Mac Mail (1 of 3)

- Go to Apple menu > System Preferences > Internet Accounts

- Click the Google icon:

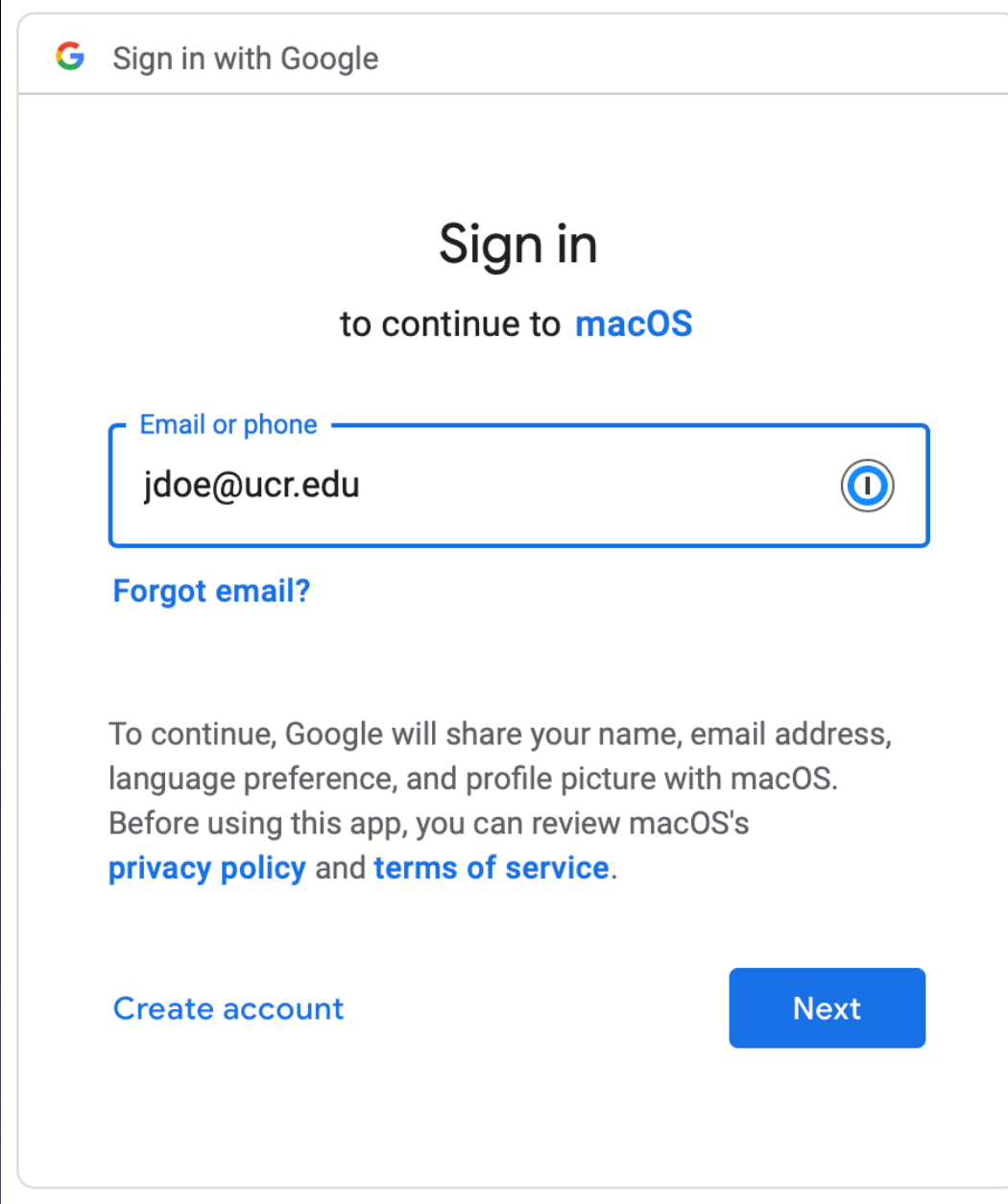


- You'll be prompted to authenticate using Safari. Click **Open Browser**:



# R'Mail access using Mac Mail (2 of 3)

- When prompted enter your email address as netID@ucr.edu, and click **Next**



Sign in with Google

Sign in  
to continue to macOS

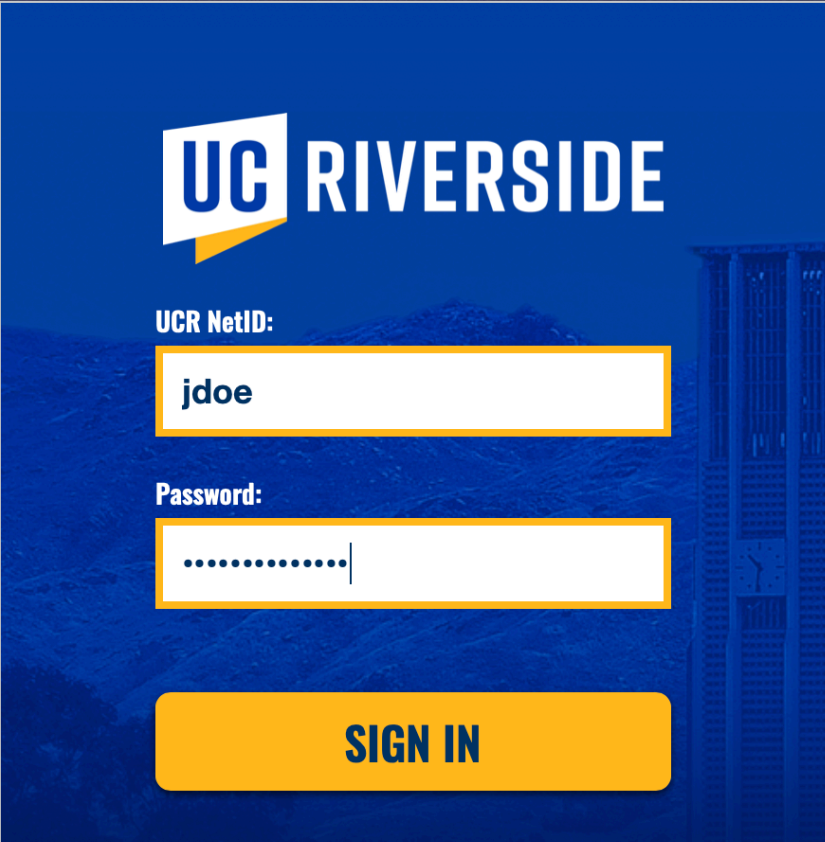
Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with macOS. Before using this app, you can review macOS's [privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

Use the UCR CAS page to login with your netID and password



UCR RIVERSIDE

UCR NetID:

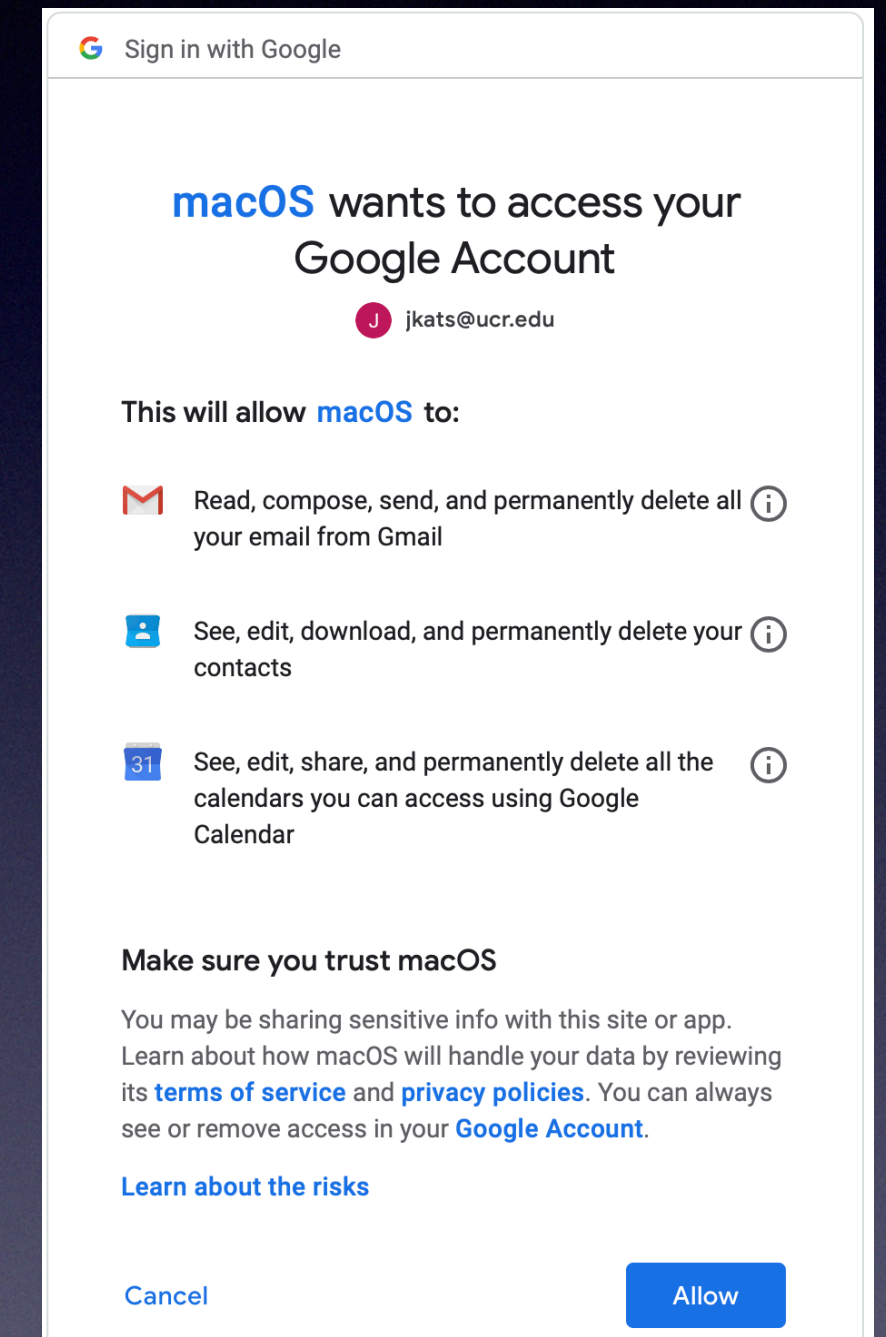
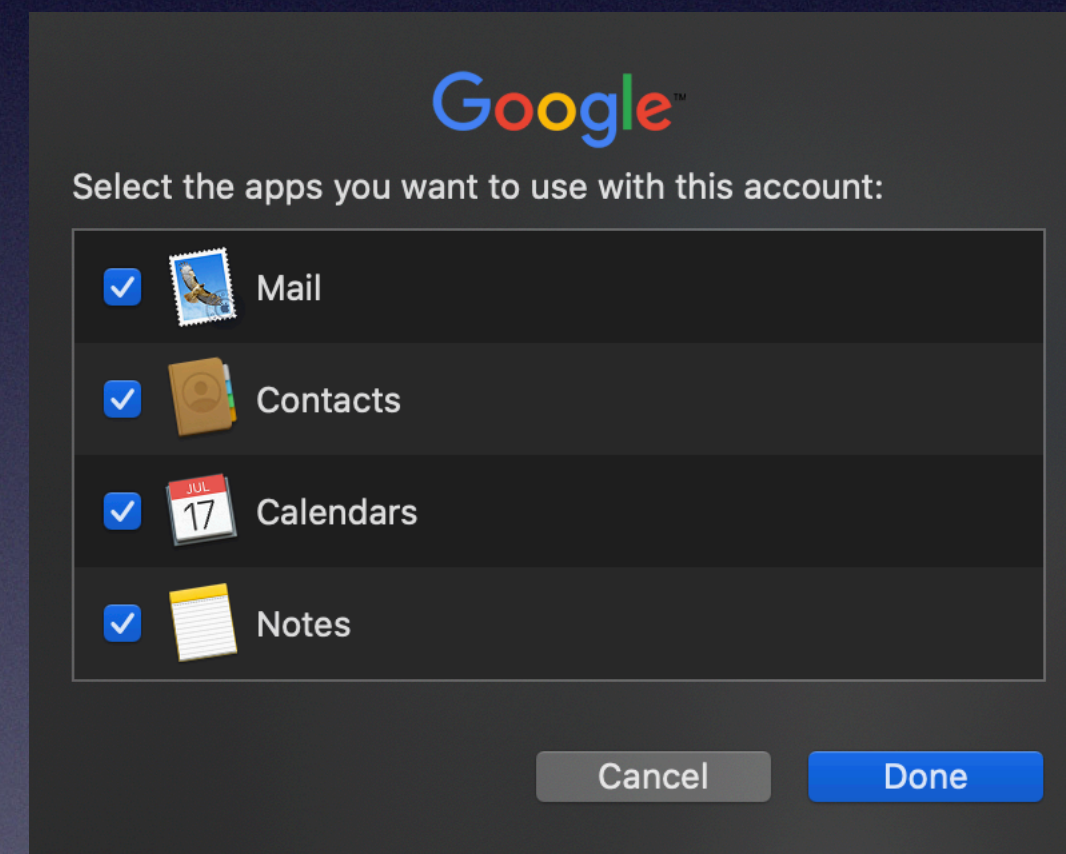
Password:

[SIGN IN](#)



# R'Mail access using Mac Mail (3 of 3)

- Google will request access to your account. Click **Allow**
- You can then enable/disable various features of your Google account, and click **Done**
- Your account is added. Launch Mac Mail to use!



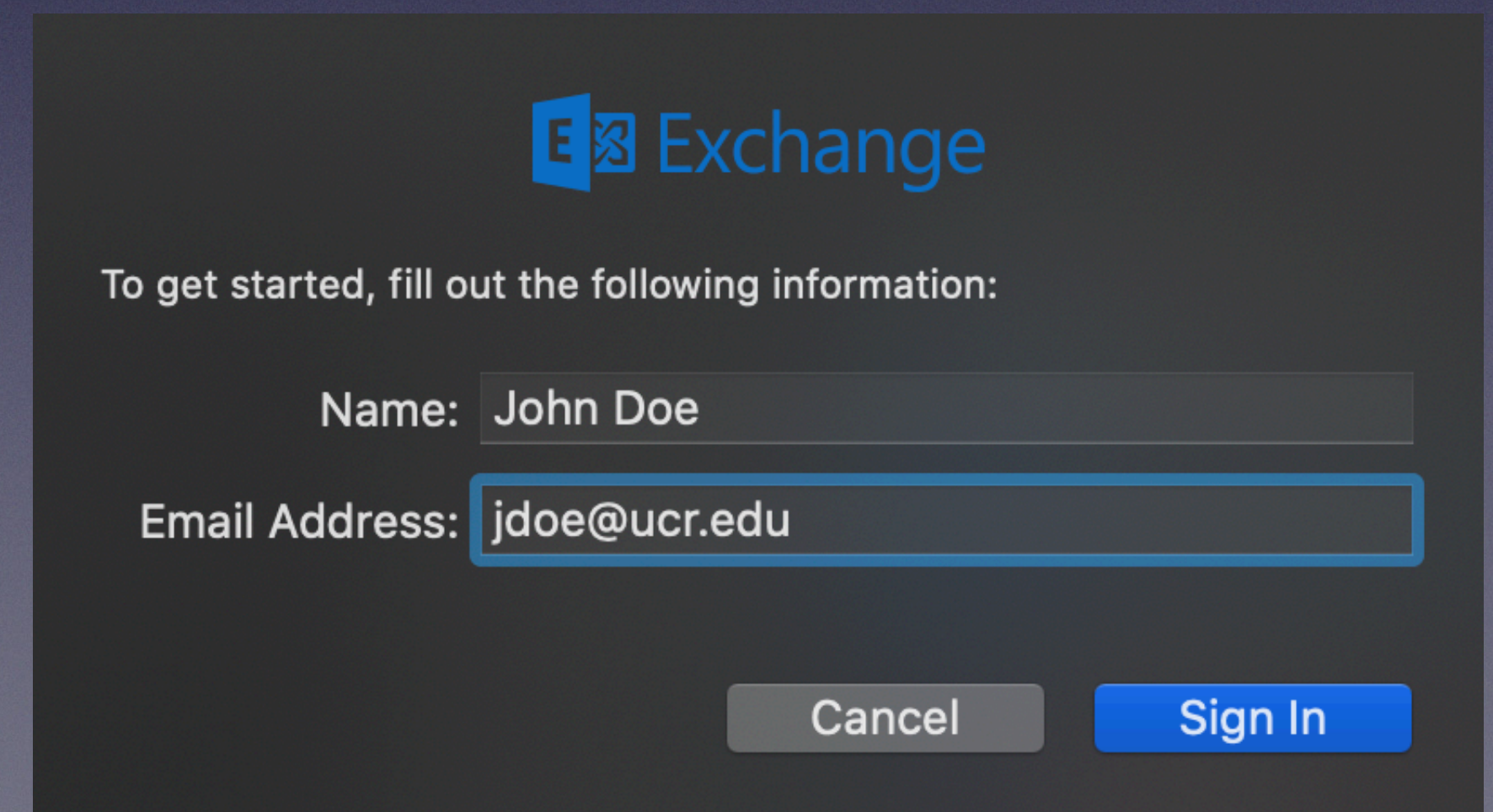
# O365 access using Mac Mail (1 of 3)

- Go to Apple menu > System Preferences > Internet Accounts

- Click the Exchange icon:



- You'll be prompted for your name and email address. Enter both, using netID@ucr.edu format for email

The image shows a dark gray dialog box with the Exchange logo at the top. Below the logo, it says "To get started, fill out the following information:". There are two input fields: "Name:" with the text "John Doe" and "Email Address:" with the text "jdoe@ucr.edu". At the bottom right, there are two buttons: "Cancel" and "Sign In".

Exchange

To get started, fill out the following information:

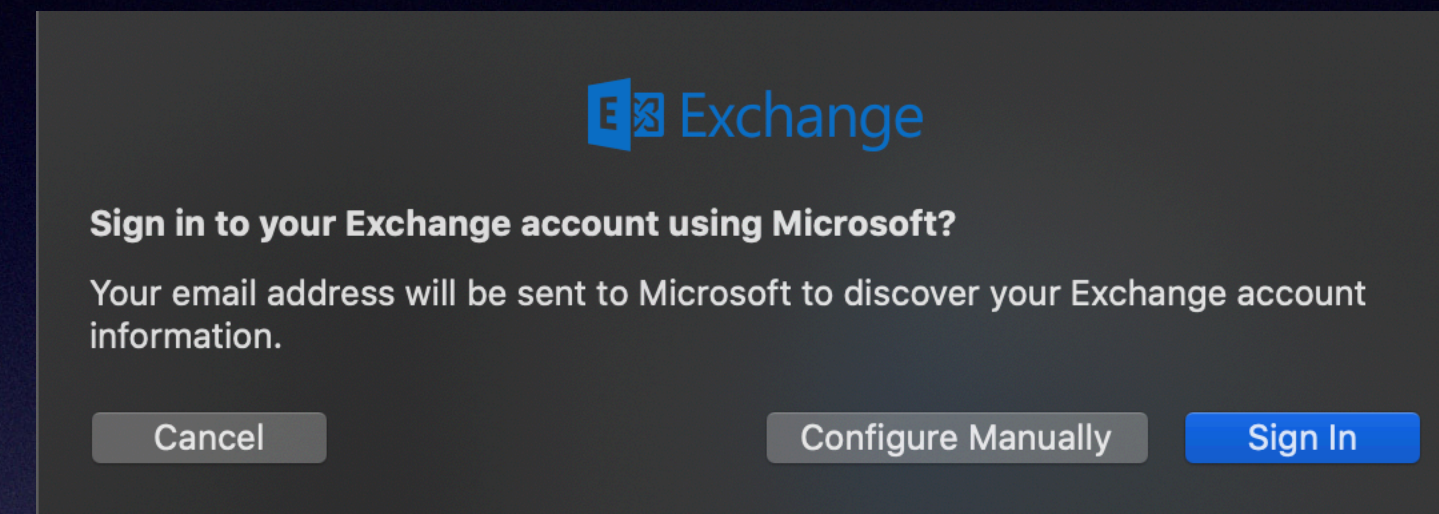
Name: John Doe

Email Address: jdoe@ucr.edu

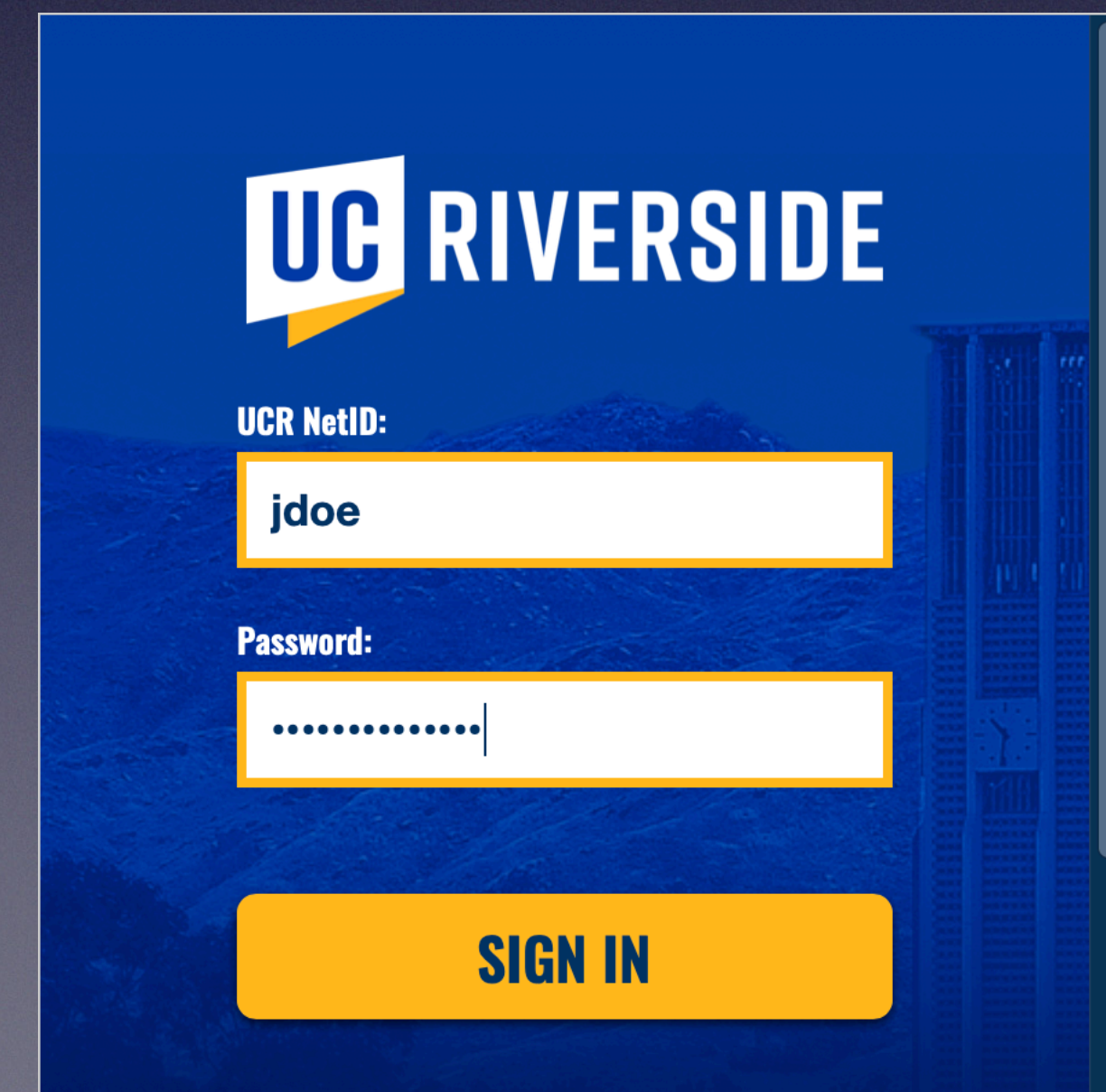
Cancel Sign In

# O365 access using Mac Mail (2 of 3)

- When prompted to sign in using Microsoft, click **Sign In**

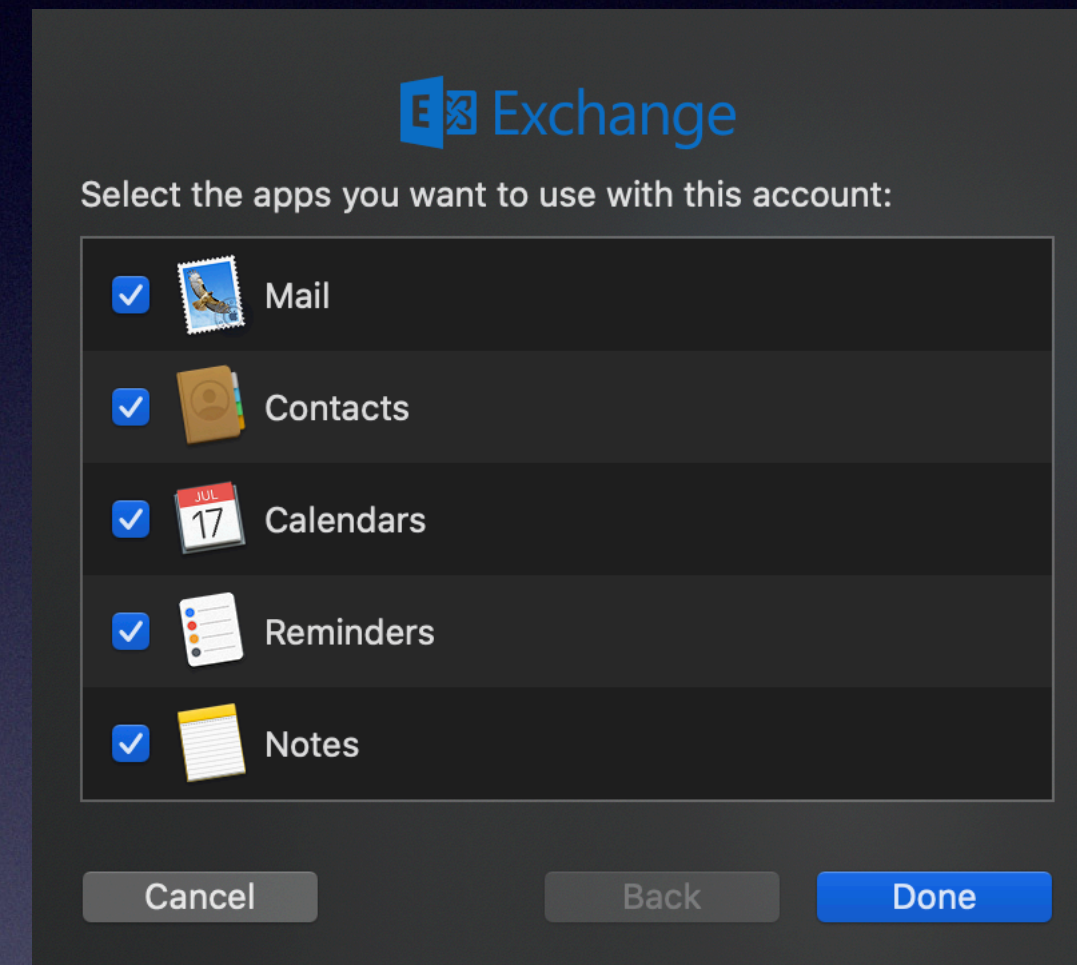


Use the UCR CAS page to login with your netID and password



# O365 access using Mac Mail (3 of 3)

- You can then enable/disable various features of your O365 account, and click **Done**

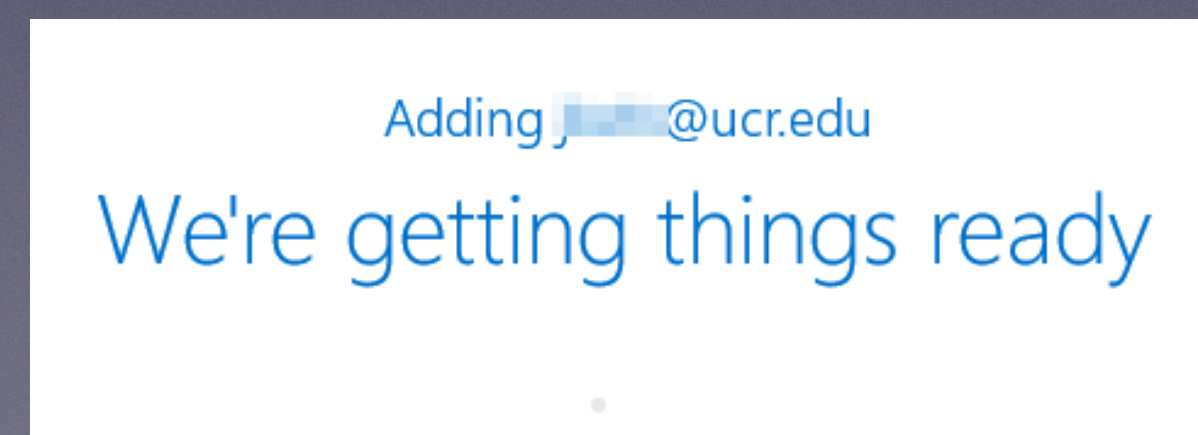
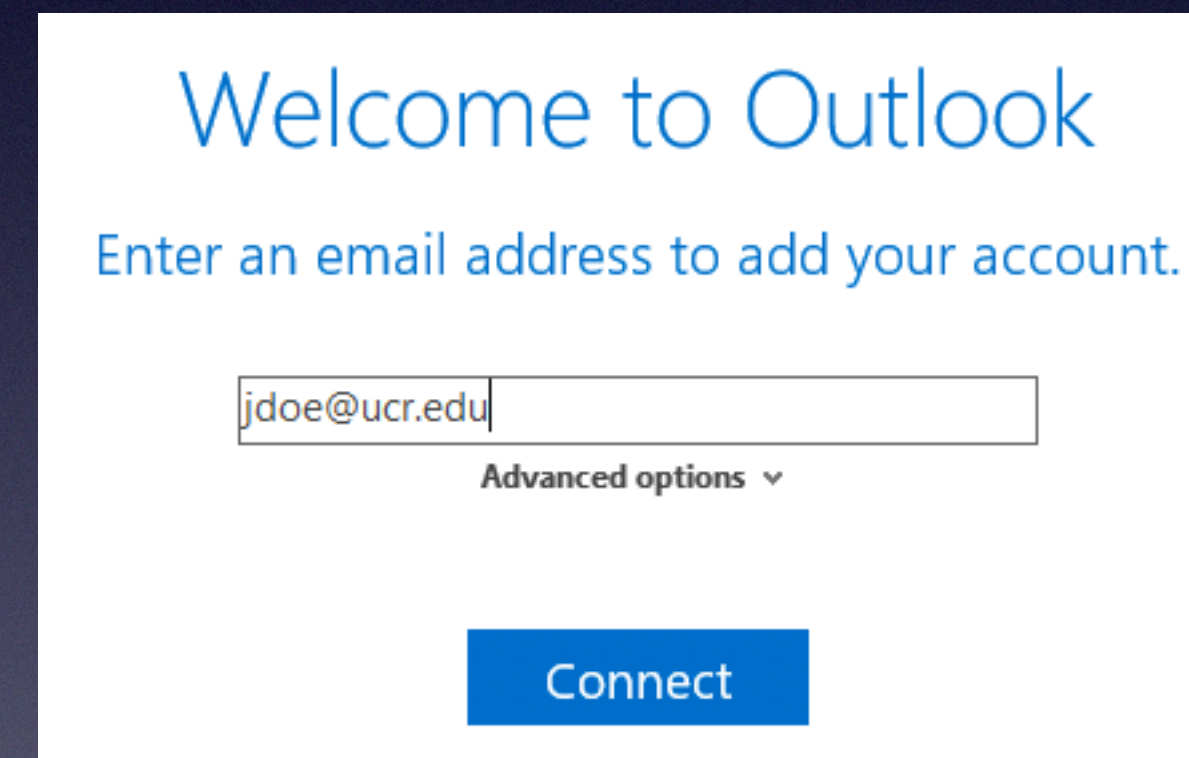


- Your account is added. Launch Mac Mail to use!




# O365 access using Outlook (1 of 3)

- Launch Outlook
- If Outlook has no accounts configured, you'll see a welcome screen. Enter your email address in the format netID@ucr.edu
- If Outlook has already been configured with another account, go to **File > Info** and click **Account Settings > Account Settings...**, and then click **New...** under the Email tab. You'll then see the Welcome screen as above
- Outlook will take a few moments to start the account setup

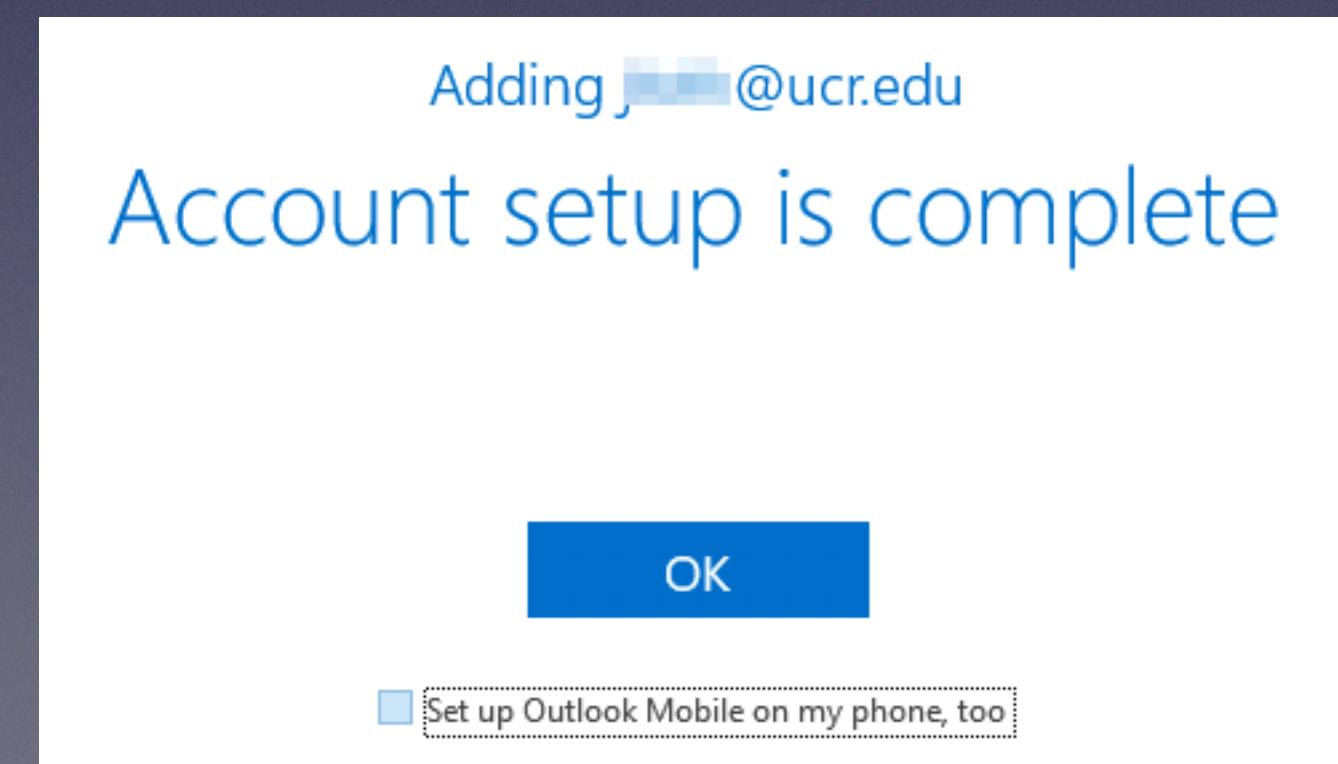


# O365 access using Outlook (2 of 3)

- Use the UCR CAS page to login with your netID and password
- Outlook will show that setup is complete. Click **OK**

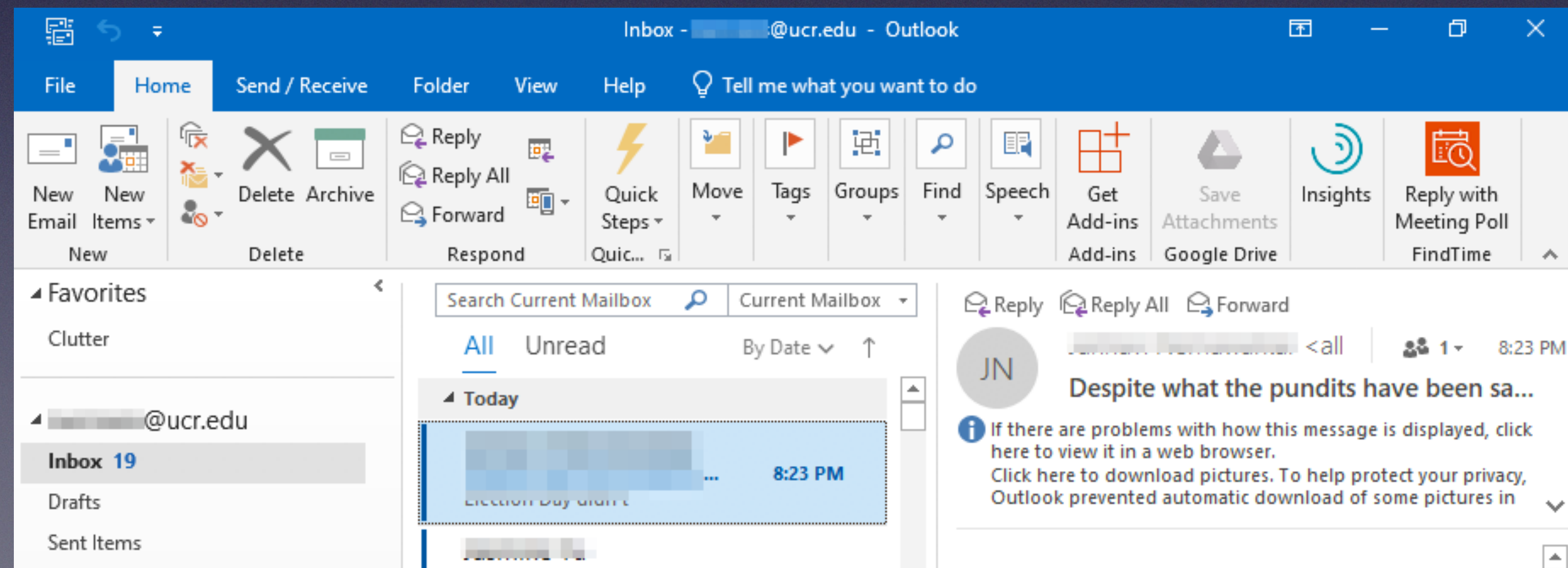


The screenshot shows the UCR Riverside login page. At the top left is the UCR logo and the word "RIVERSIDE". Below this, there are two input fields: "UCR NetID:" with the text "jdoe" entered, and "Password:" with a masked password of ten dots. A yellow "SIGN IN" button is located at the bottom of the form.



# O365 access using Outlook (3 of 3)

- Outlook will then load your profile and open to show your email



# R'Mail access using Outlook (1 of 1)

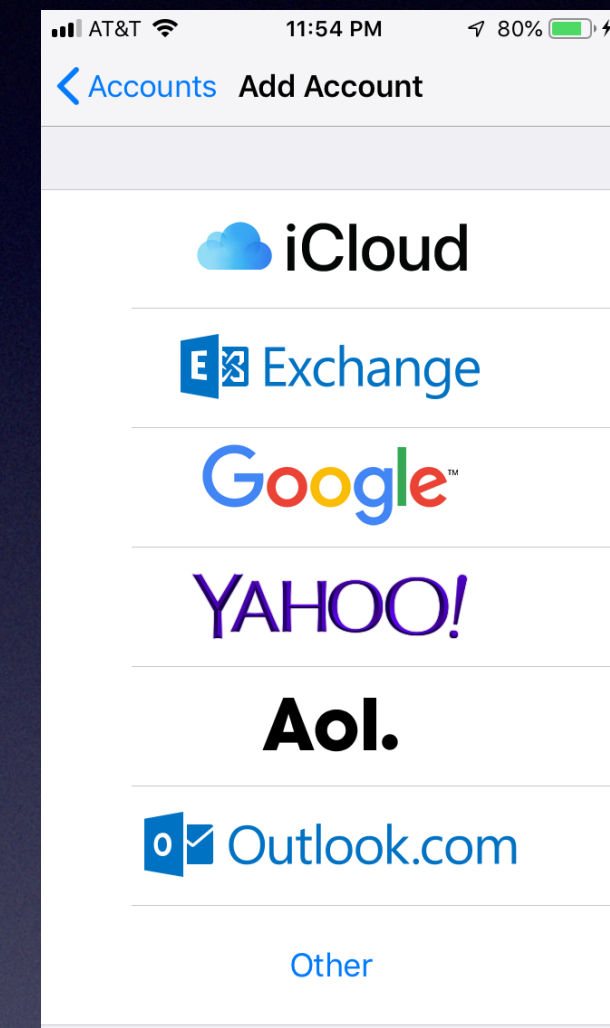
- Note: Microsoft Outlook cannot natively synchronize R'Mail (Google) calendars and contacts. We recommend using the G Suite Sync for Microsoft Outlook (GSSMO) tool in order to sync email, calendars and contacts.

The following Knowledge Base (KB) article has additional information: KB0010593 (go to <http://kb.ucr.edu> to view)



# O365 access via iPhone/iPad (1 of 3)

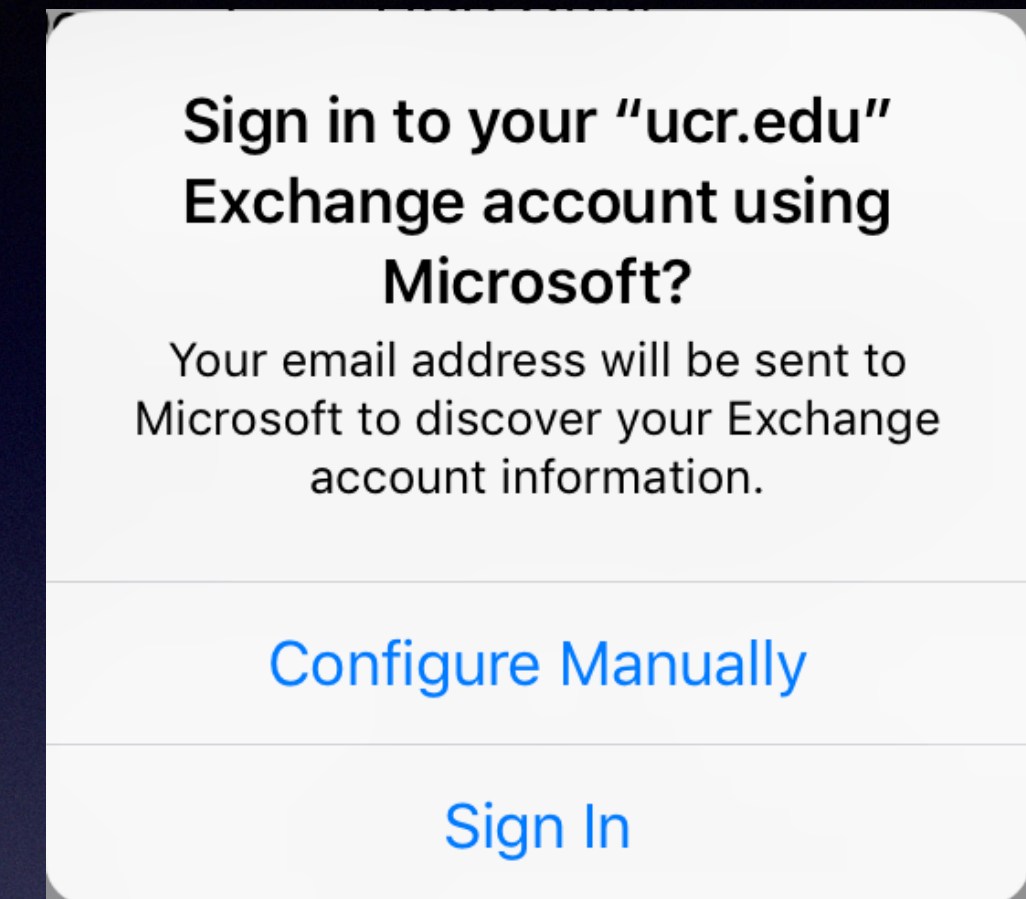
- Go to **Settings > Passwords & Accounts**  
Tap **Add Account**
- Click the **Exchange** icon
- You'll be prompted for your email address and Description. Enter the email address using netID@ucr.edu format for email.  
Tap **Next**



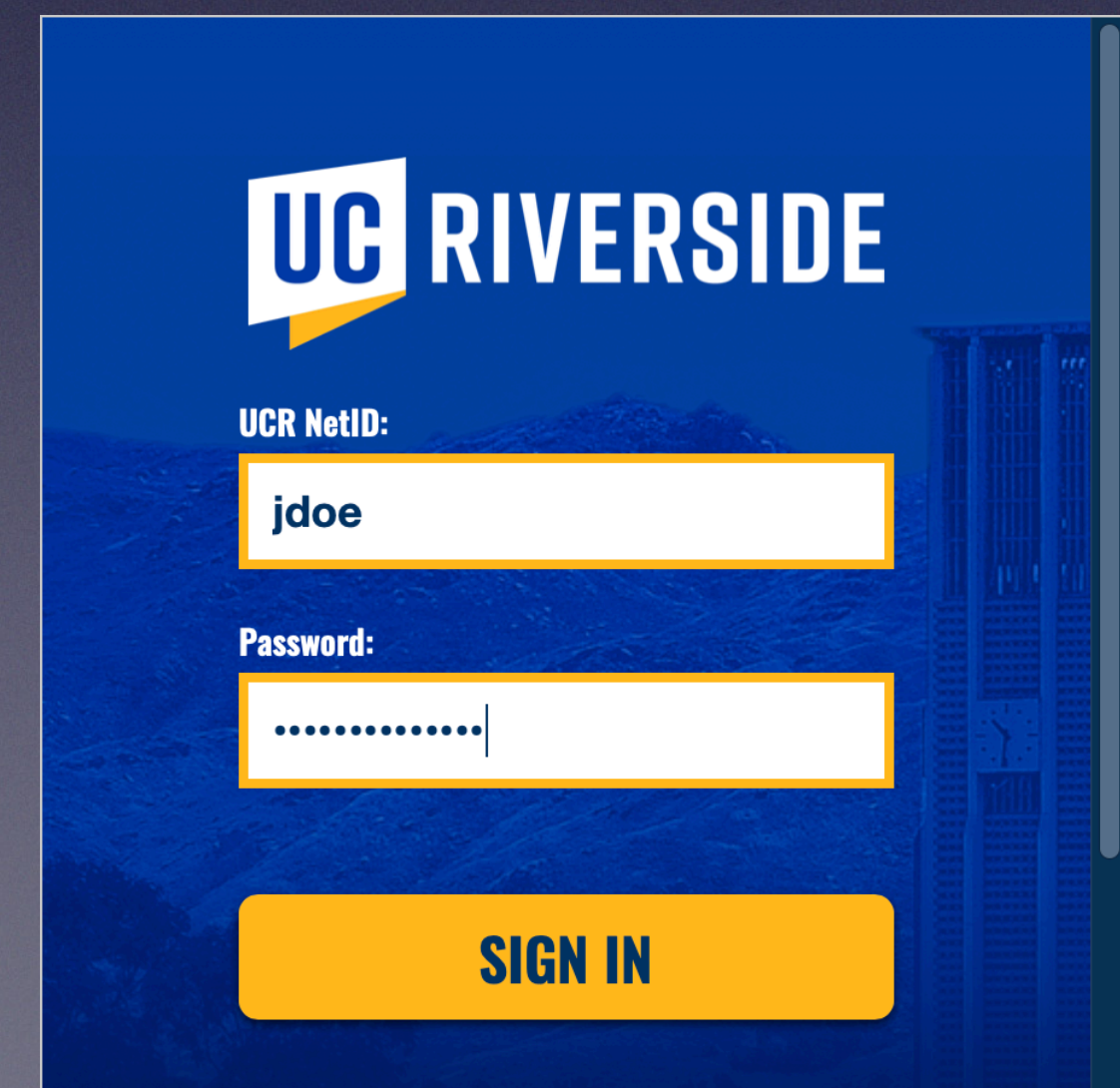
Cancel	Exchange	Next
Email	jdoe@ucr.edu	
Description	UCR O365	

# O365 access via iPhone/iPad (2 of 3)

- When prompted to sign in using Microsoft, click **Sign In**

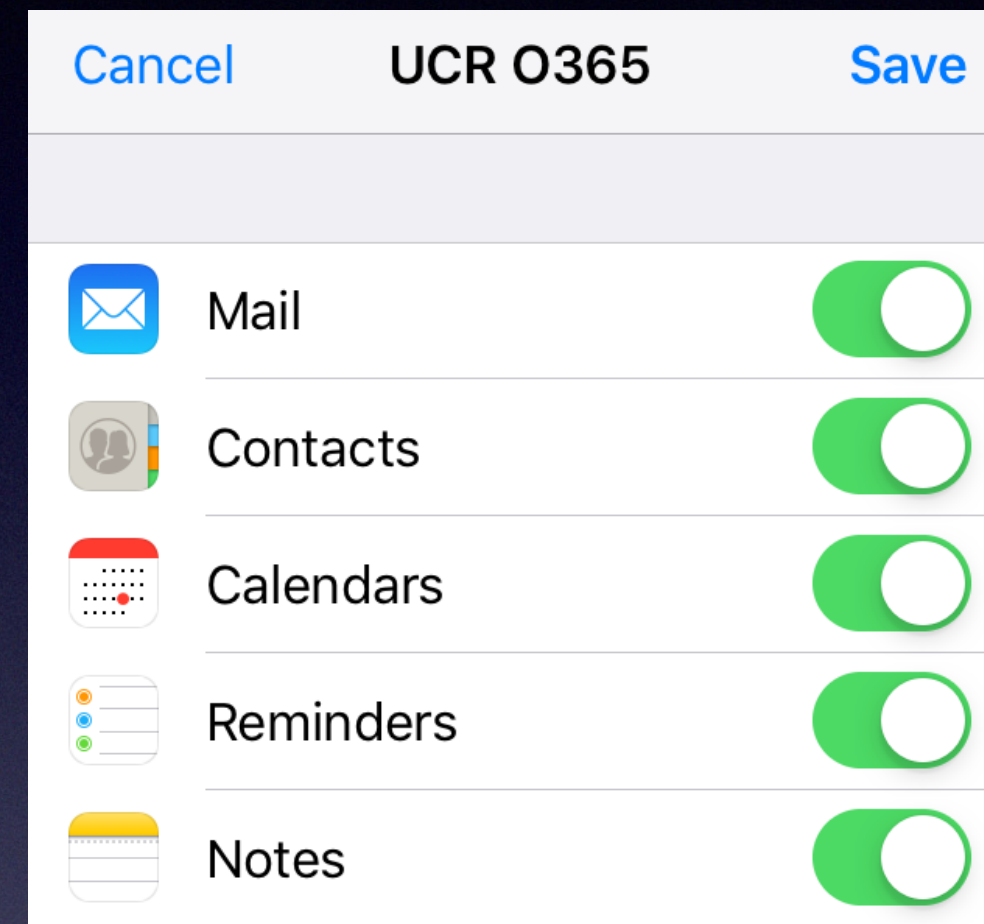


Use the UCR CAS page to login with your netID and password

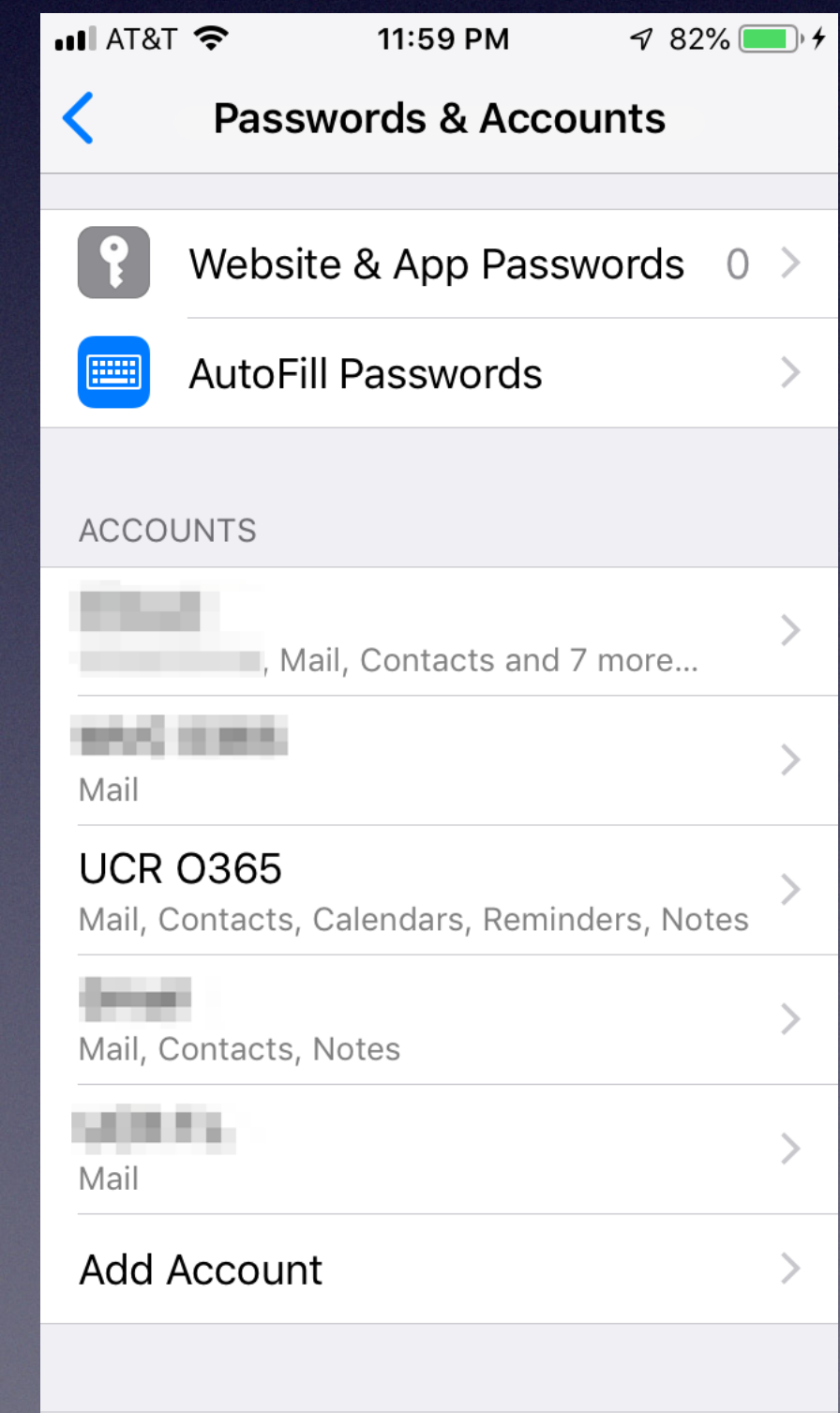


# O365 access via iPhone/iPad (3 of 3)

- You can then enable/disable various features of your O365 account, and click **Save**

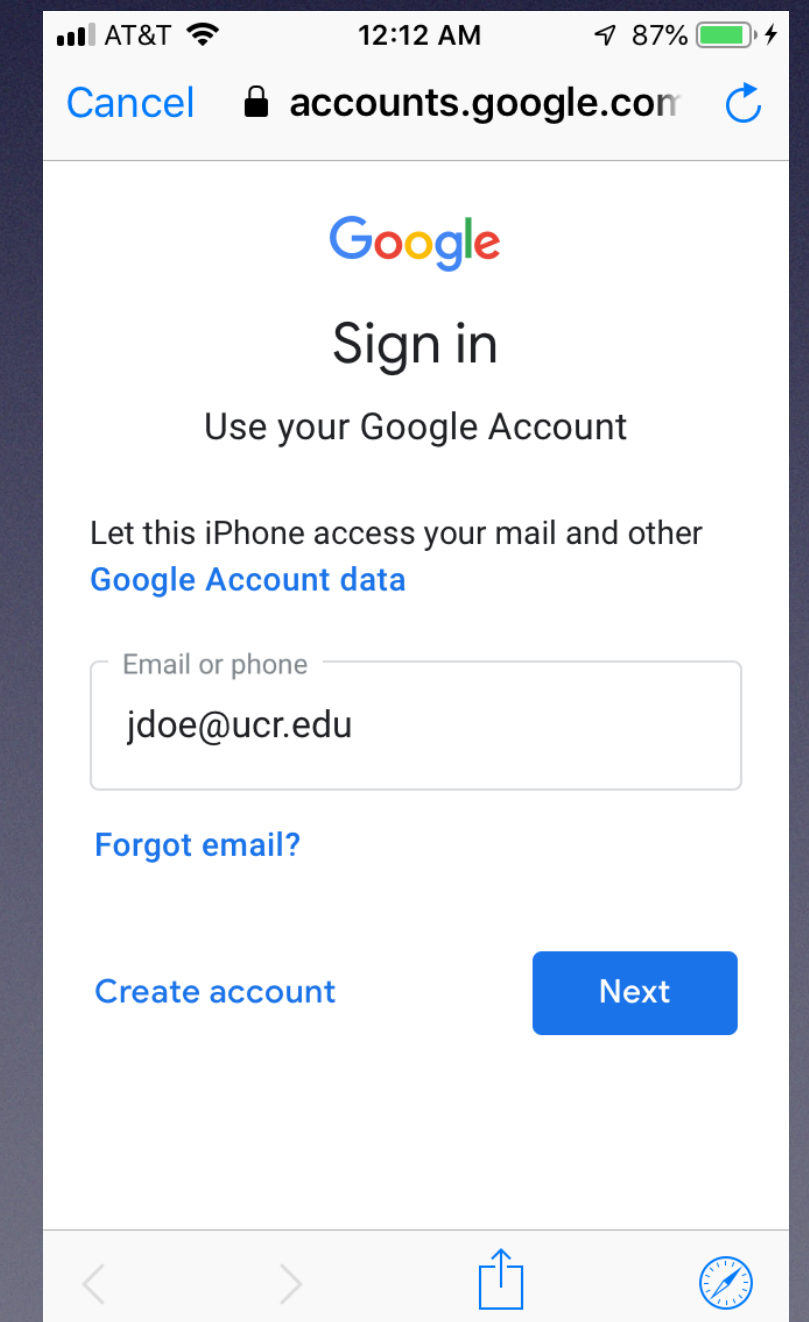
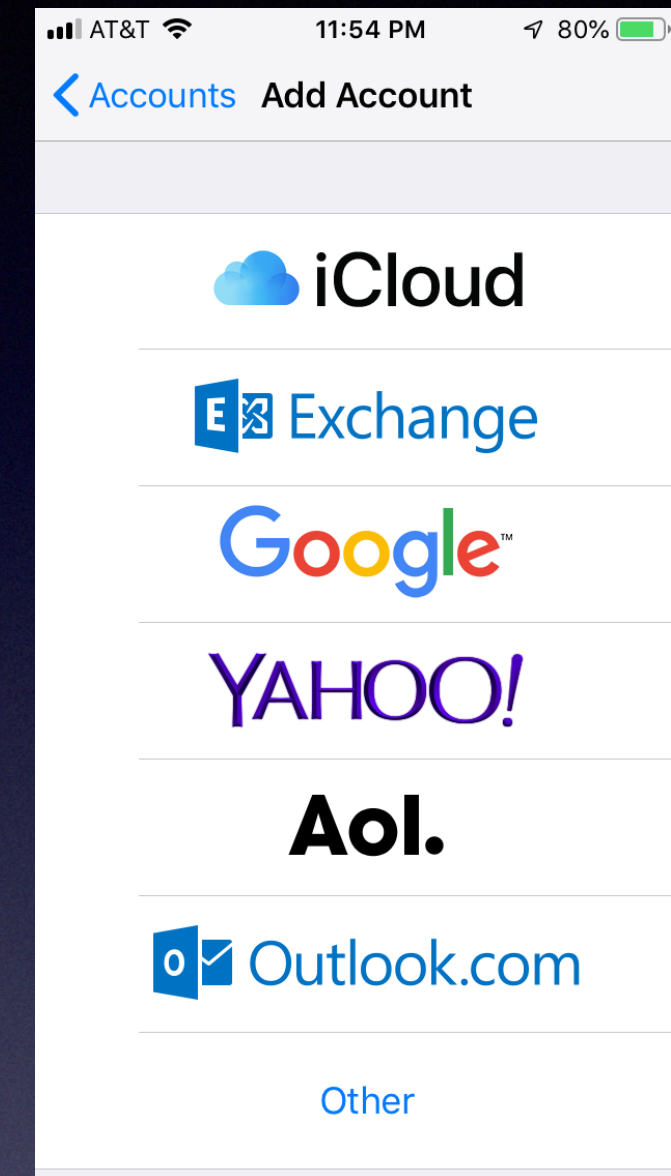


- Your account is added. Launch Mail to use!



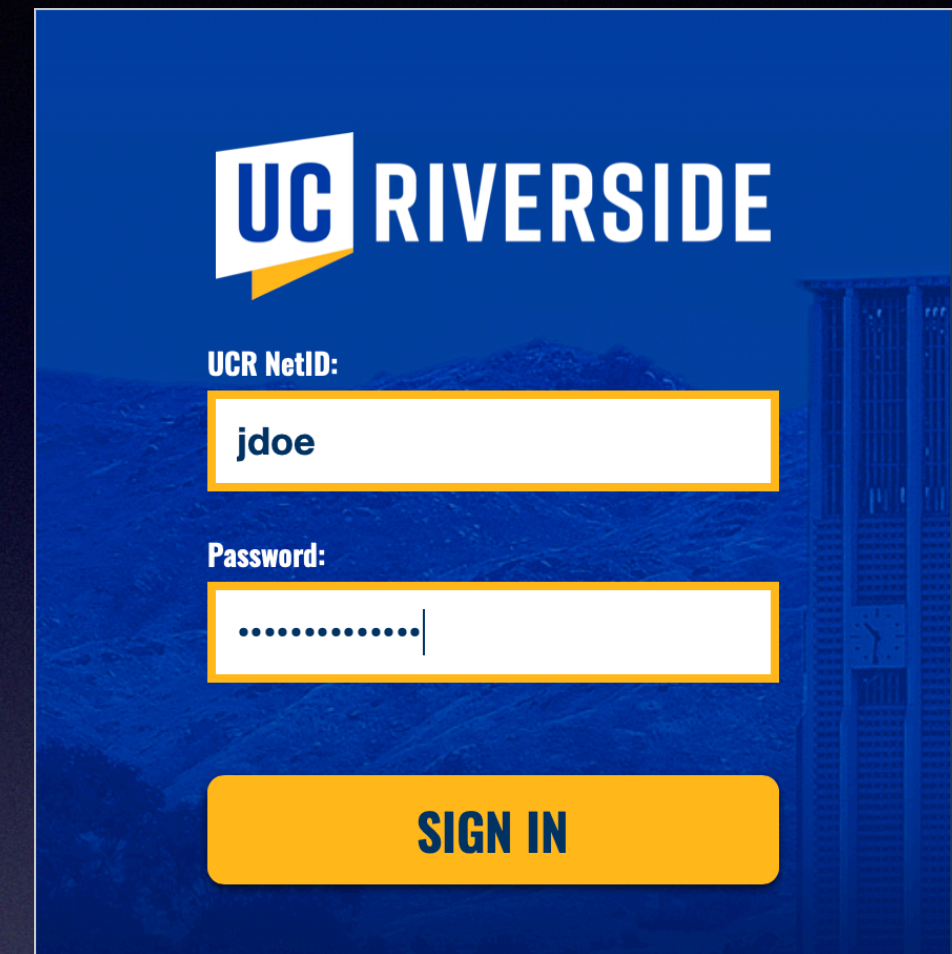
# R'Mail access via iPhone/iPad (1 of 3)

- Go to **Settings** > **Passwords & Accounts**  
Tap **Add Account**
- Click the Google icon
- You'll be prompted for your email address. Enter the email address using netID@ucr.edu format for email.  
Tap **Next**

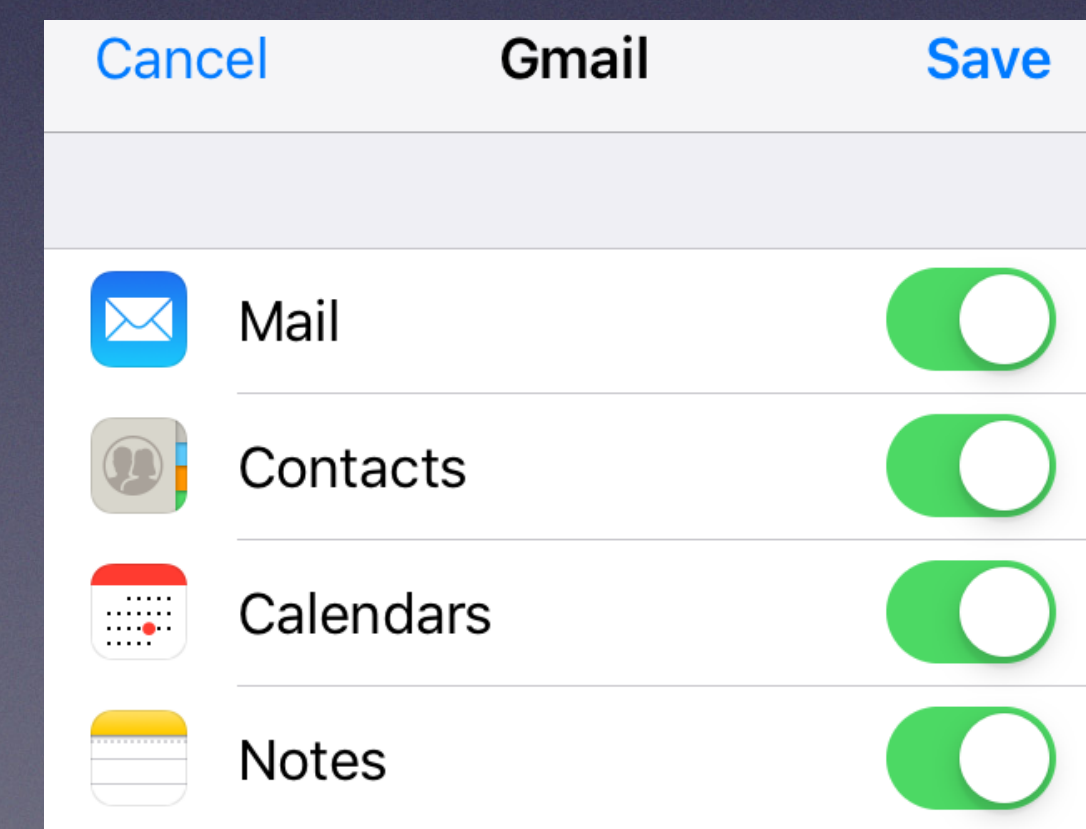


# R'Mail access via iPhone/iPad (2 of 3)

- Use the UCR CAS page to login with your netID and password

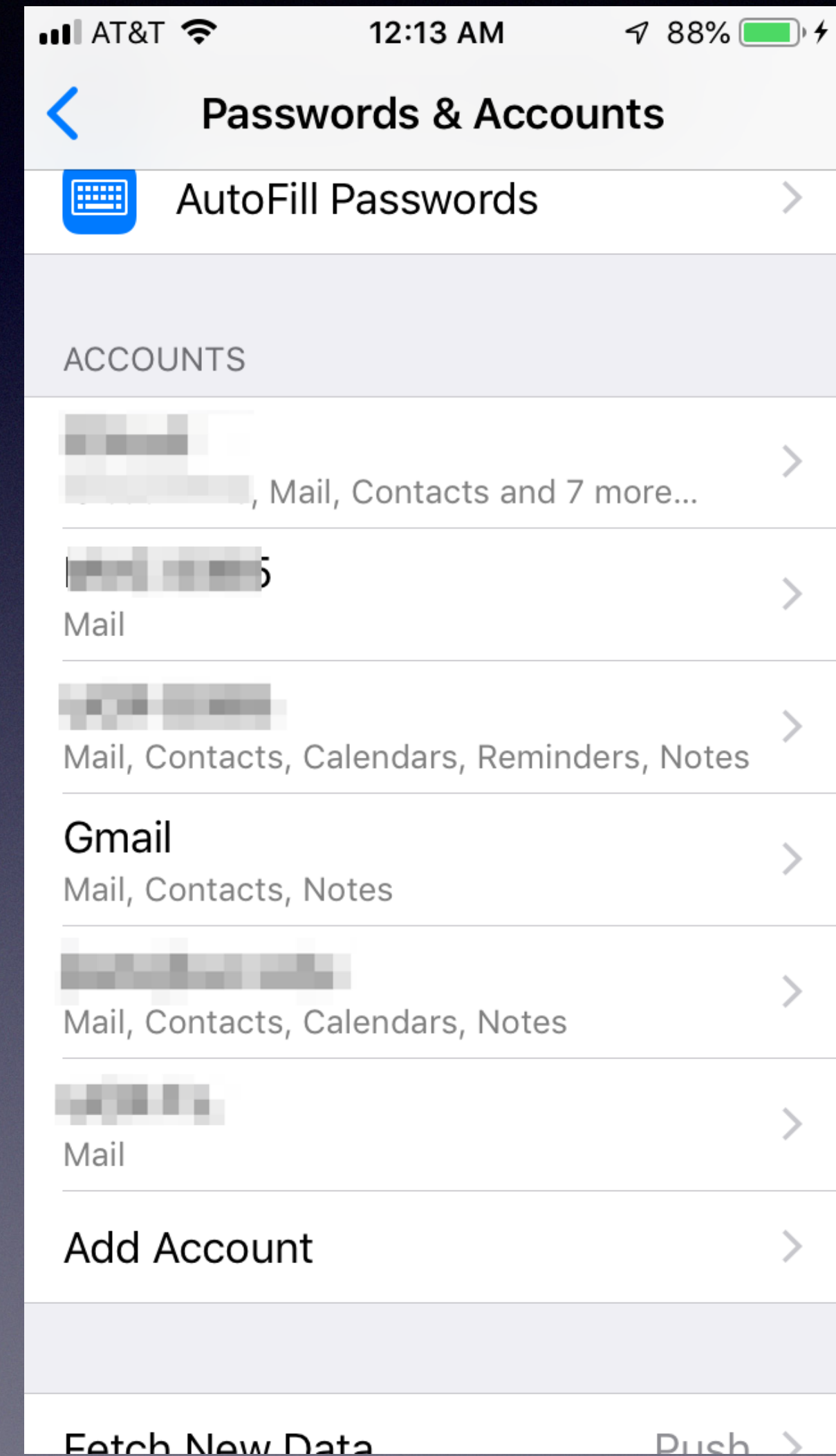


- You can then enable/disable various features of your O365 account, and click **Save**



# R'Mail access via iPhone/iPad (3 of 3)

- Your account is added. Launch Mail to use!



# Common Email problems



# Common email issues...

## **Can receive, but not send, or vice versa?**

- Verify your username and password entries in your account settings (can you login via the web?)
- Verify server addresses, port numbers, and security settings in your account settings (e.g. [smtp.gmail.com](https://smtp.gmail.com), port 587, STARTTLS)
- Can search google or [kb.ucr.edu](https://kb.ucr.edu) for IMAP and SMTP settings for your email account



# Spam... what can you do about it?

- Short answer is: not much!
- Campus has already enabled spam filtering for R'Mail and O365
- Approximately 80% of mail arriving at campus is spam and blocked
- If the email is from a legitimate company, unsubscribe. Otherwise: Don't reply!
- Don't waste time filtering on sender addresses



I HAVE A  
NEW HOBBY.  
IT'S CALLED  
PHISHING.



I SEND FAKE BANKING  
E-MAILS TO GULLIBLE  
EXECUTIVES. THEN I  
FIND OUT THEIR  
FINANCIAL INFOR-  
MATION AND USE  
IT TO STEAL THE  
MONEY THEY DON'T  
DESERVE.

www.dilbert.com scottadams@aol.com



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Dear Customer,  
This is your bank. We forgot your  
social security number and password.  
Why don't you send them to us so  
we can protect your  
money.

Sincerely,

I. B. Banker

LOOKS  
LEGIT.



# Phishing..... What is it?

- Messages designed to trick you, and ultimately collect personal information or compromise your machine
- Look carefully at sender address
- Use 'hover technique' on links
- Look for unusual/poor grammar
- Is the message out of character?



# Phishing.... Examples

**From:** "Thomas M. Smith" <[ojohnson.keene.edu@gmail.com](mailto:ojohnson.keene.edu@gmail.com)>  
**Subject:** Hello  
**Date:** November 9, 2020 at 8:54:23 AM PST  
**To:** [REDACTED]

Note mismatch return address

--  
Please provide me your personal text number.

Would the provost write an email like this?

Thomas M. Smith  
Interim Provost and Executive Vice Chancellor  
Provost's Office - Gen Ops  
4148 Hinderaker Hall  
(951) 827-1129  
[thomas.smith@ucr.edu](mailto:thomas.smith@ucr.edu)

**From:** KATHLEEN RONDEAU-TAYLOR <[kathleenrondeautaylor@gmail.com](mailto:kathleenrondeautaylor@gmail.com)>  
**Date:** Thursday, November 19, 2020 at 7:11 PM  
**To:** [REDACTED]  
**Subject:** Re:

Legitimate address?

Are you available?

On Thu, Nov 19, 2020 at 10:02 PM KATHLEEN RONDEAU-TAYLOR <[kathleenrondeautaylor@gmail.com](mailto:kathleenrondeautaylor@gmail.com)> wrote:

| Are you available?

# Other common email issues

## Missing messages in your email app?

- Check web interface
- Check trash/spam folder

## Getting undeliverable messages you didn't send?

- Your account, or someone you know may be compromised. Change your password to be safe



# Other common email issues

## Some messages disappear as soon as I receive them

- Possible POP client accessing your account?
- Check rules (web and client/app)



## Can't send my attachment(s)!

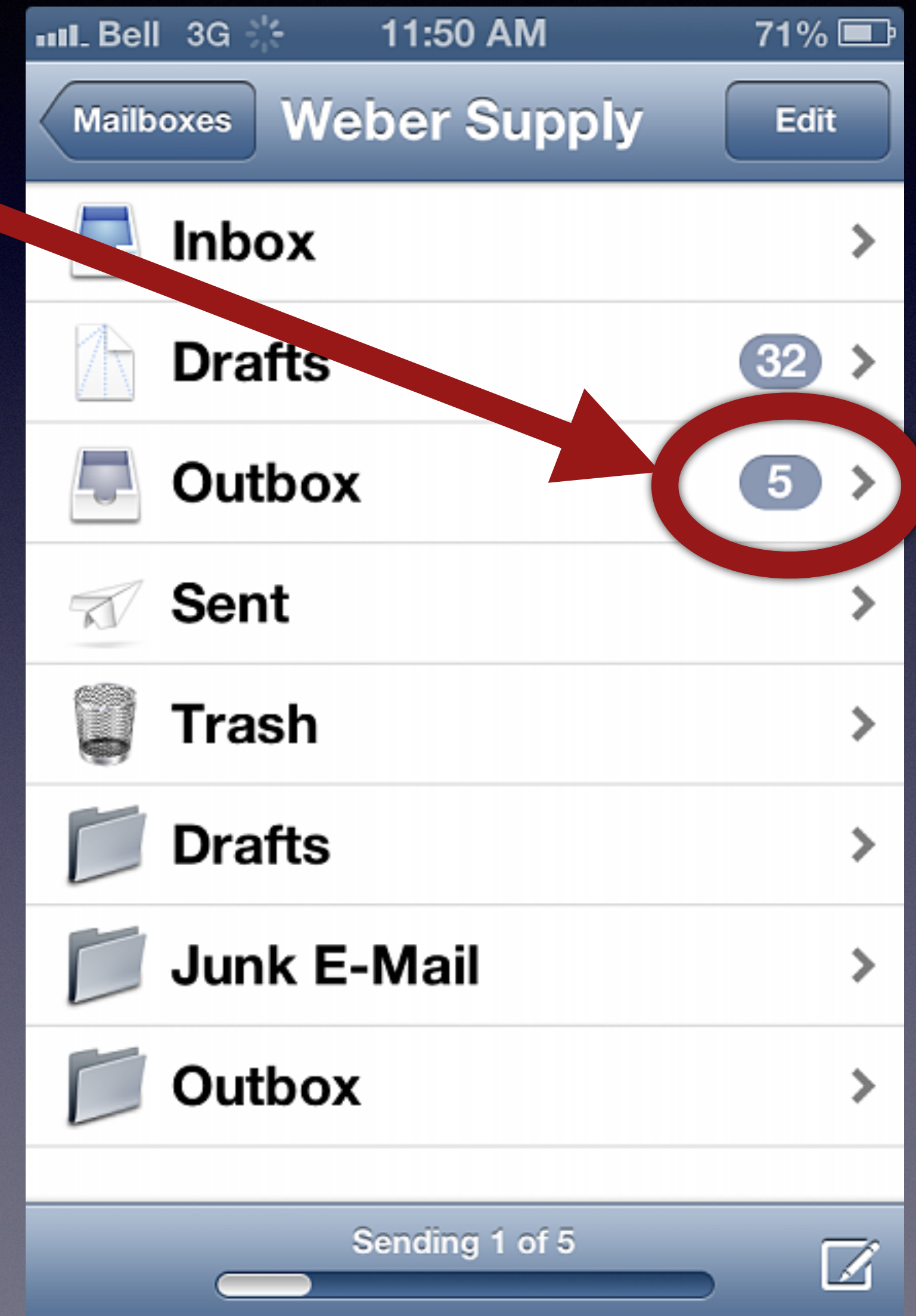
- Likely that your attachments are too large. Try to keep under 20MB/message.



# Other common email issues

**There are messages sitting in my Outbox that won't go out!**

- Verify recipient address(es)
- Attachment too large?
- Check internet connectivity
- Are you receiving messages?
- Verify outgoing (SMTP) server settings
- Can block subsequent messages



Have you experienced any of these, or other email issues?

Questions?