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
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
R’Mail access using Mac Mail

• 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

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

Use the UCR CAS page to login with your netID and password
• 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!
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
O365 access using Mac Mail

- 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

• 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

• 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

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

- Outlook will show that setup is complete. Click OK
O365 access using Outlook

- Outlook will then load your profile and open to show your email
R’Mail access using Outlook

• 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

• 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**
O365 access via iPhone/iPad

- 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

• 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

• 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

- 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**
Your account is added. Launch Mail to use!
Common Email problems
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, port 587, STARTTLS)

- Can search google or 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 INFORMATION AND USE IT TO STEAL THE MONEY THEY DON'T DESERVE.

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

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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

Note mismatch return address

Would the provost write an email like this?

Legitimate address?
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?