

# 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 [itsupport@wbu.edu](mailto:itsupport@wbu.edu) or (800) 203-9048. Tips #1 and #3 have been especially helpful for several people.

## Tip #1 – Do not use an old *Bookmark (Favorite)* or non-WBU web address

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:

- [www.wbu.edu/email](http://www.wbu.edu/email)
- [email.wbu.edu](http://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.

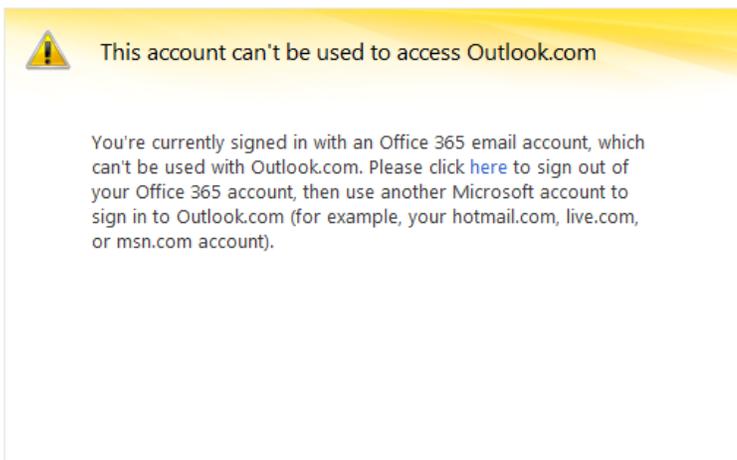
## **Web addresses that will NOT WORK for accessing your email:**

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

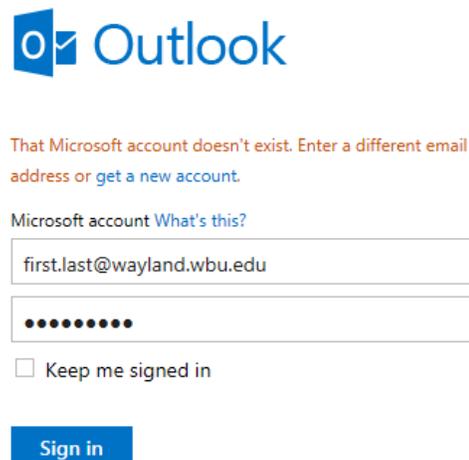
## Tip #2 – How to respond to the “can’t be used” or “doesn’t exist” error messages

If you attempt to login from an *old* web address such as [www.outlook.com](http://www.outlook.com), 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:



**New** students may see a “doesn’t exist” error:

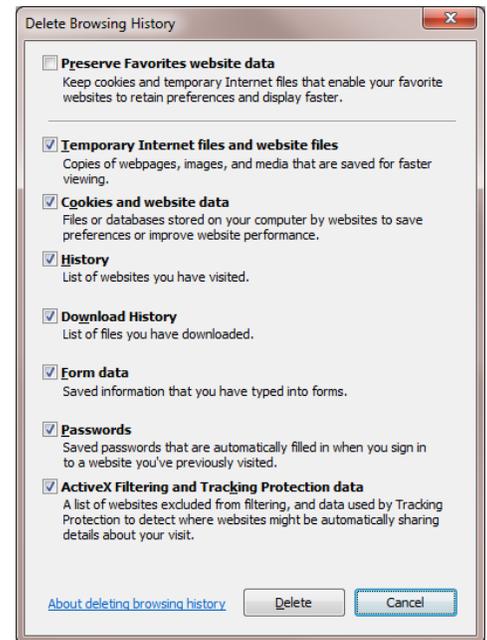
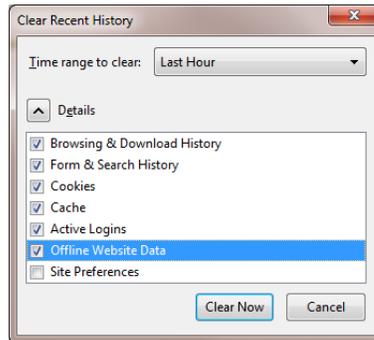


**Do NOT click on** any of the links suggested by the error messages above. **Instead, close your browser (all tabs).** Then open your browser back up and go to [www.wbu.edu/email](http://www.wbu.edu/email). At the **Office 365** login page, try to login with your normal @wayland.wbu.edu email address 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.”

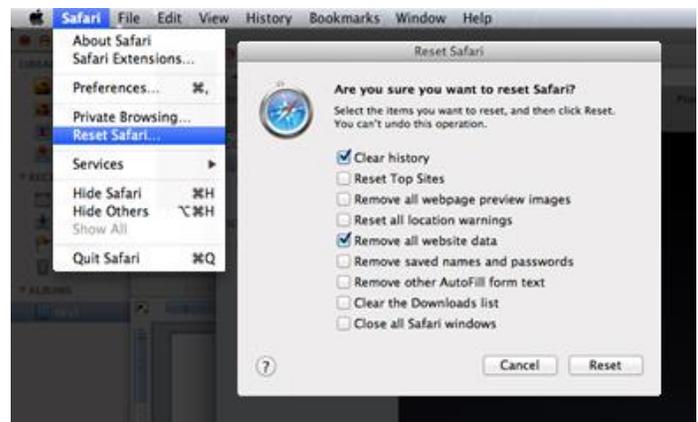


- After the files are finished deleting:
  - **Close** the browser (all tabs).
  - Open a new browser session.
  - Try logging in again at: [www.wbu.edu/email](http://www.wbu.edu/email)

### Tip #3A – Empty your browser cache (on an iMac)

Clear your iMac browser's cache and cookies:

- With the Safari browser open, hold down the [Option] + [Command ⌘] + [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
    - 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: [www.wbu.edu/email](http://www.wbu.edu/email)

## 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 [www.wbu.edu/email](http://www.wbu.edu/email). 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.

### Update password

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:

Password strength



## Tip #5 – None of the above steps worked

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

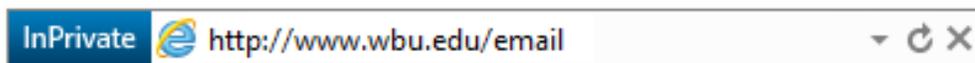


This doesn't look like a valid user ID

Make sure you typed the user ID assigned to you by the organization. It usually looks like [someone@example.com](mailto:someone@example.com) or [someone@example.onmicrosoft.com](mailto: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 [www.wbu.edu/email](http://www.wbu.edu/email) 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 [itsupport@wbu.edu](mailto:itsupport@wbu.edu) or (800) 203-9048 for assistance.