Account and Email Problem Debugging Flowchart

Scope

The flowcharts below are intended to help you resolve IU and School of Informatics and Computing (SoIC) account and email problems. The primary audience for this page includes new SoIC students but others may find the first section useful in debugging various account and email problems.

IU Accounts

This flowchart is specifically for debugging problems with your general IU account (aka. Network ID). There is a separate section below to help with problems specific to the SoIC systems.

1. Have you already created your IU computing account?
   • Yes: Proceed to the next question
   • No: You must go to [https://itaccounts.iu.edu/](https://itaccounts.iu.edu/) and click on 'Create my first IU computing accounts'. You will need to enter your 10-digit IU ID number in order to create your account.

2. Did you just create your IU computing and/or email account today?
   • No: Proceed to the next question
   • Yes: There is some propagation delay when IU accounts are first created. If you have having trouble, you should try again tomorrow to be sure everything is in place.

3. Do you know your IU username (aka. Network ID)?
   • Yes: Proceed to the next question
   • No: You can try to look up your username using the [IU People Page](https://its.iu.edu). If that fails, you will need to contact the UITS Support Center and have your 10-digit IU ID.

4. Do you know your IU passphrase (aka. password)?
   • Yes: Proceed to the next question
   • No: If you have forgotten your IU passphrase you will need to use one of the options at [http://kb.iu.edu/data/abbk.html](http://kb.iu.edu/data/abbk.html) in order to reset it. Please note that SoIC staff do not have access to reset passwords on the IU systems so you will need to follow these instructions. If you have difficulties with this, you can contact the UITS Support Center. Note that there is a self-service option for changing your passphrase. This involves answering a series of security questions that you set up. You will only have a limited number of chances at the self-service option before it is disabled. If you find that you have disabled this option, you can call the UITS Support Center and have it re-enabled so you can try again. This is particularly handy if you are not on campus and cannot easily visit one of the support locations.

5. If you go to [https://itaccounts.iu.edu/](https://itaccounts.iu.edu/) and click on 'Manage my IU computing accounts' are you able to log in successfully?
   • Yes: Proceed to question 8
   • No: Proceed to the next question

6. Is your IU account locked?
   • No: Proceed to the next question
   • Yes/I Don't Know: Accounts can become locked if there are too many unsuccessful login attempts. You can contact the UITS Support Center to find out if your account is locked and, if so, have it unlocked.

7. Are you able to log into One.IU?
   • No: You have indicated that you know your IU username and passphrase and that your account is not locked but you still can't get logged in to multiple IU systems. In our experience, the most likely cause is a problem with your passphrase and you should follow the same instructions as for a forgotten passphrase in question 4 above.
   • Yes: You have indicated that you are able to log into OneStart but not [itaccounts](https://itaccounts.iu.edu). This should not happen so if it does you will need to contact the UITS Support Center to resolve the problem.

8. Do you know where your @indiana.edu or @iu.edu IU email is being forwarded to (ie. Umail, Imail, Exchange, etc)?
   • Yes: Proceed to the next question
   • No: You can determine where your IU email is forwarded by going to [itaccounts](https://itaccounts.iu.edu), clicking on 'Manage my IU computing accounts', then 'manage your e-mail', and then 'forward your e-mail'. In the 'Forward your IU e-mail' section of this page it will show where your email is currently forwarded. In most cases, it will be forwarded to either Umail, Imail, or Exchange. Once you know where your email is being forwarded, proceed to the next question.

9. Are you able to log into the email system where your email is forwarded (as determined in the previous step)?
   You can try logging into the web interface of the various email systems by following the appropriate link:
   - Umail
   - Imail
   - Exchange Web Access
• Yes: Proceed to the next question
• No: You have indicated that you are able to log into other IU systems but not the proper email system. If your email account was created more than 1 day ago, this should not happen so if it does you will need to contact the UITS Support Center to resolve the problem.

10. If you send an email to yourself at your IU email address (such as username@indiana.edu or username@iu.edu) do you receive it in your primary IU email account?
• Yes: Congratulations, your IU account and email appear to be working properly. Continue to the next section below for information regarding your SoIC account(s).
• No: You should check all of the mail folders in the account to be sure email isn't being automatically filed into something like a spam folder. If the email is disappearing completely then you should contact the UITS Support Center for help. Also, please note that there is a confusing feature of gmail (and umail is just IU branded gmail) that can result in you not seeing email you send yourself. So, if you are testing this by sending an email from your email account to your IU email address then you will not see those messages. See more information in the KB page Why do I not receive mail I send to myself via a forward or mailing list?

SoIC Unified Linux Accounts

In most cases, access to School of Informatics and Computing (SoIC) computing facilities is granted using your normal IU username and passphrase. If you have access to an SoIC-managed computer in an SoIC facility you can typically log into that system using this same IU username and passphrase. The School does manage a significant Linux infrastructure using what we call the Unified Linux Configuration (Server and Workstation). Please see What Linux systems are available? for information about the available unified linux systems.

The following section is specific to accounts on these Unified Linux systems for students, faculty, and staff in the School of Informatics and Computing (SoIC). Please note that you must have a fully functional IU network ID account and passphrase in order to use any of the SoIC systems. So, you should go thorough the above flowchart first to verify that all is well with your IU account. Once this is done, you can proceed with the following flowchart.

1. Are you able to log into the SoIC Linux Account Information page as described in How do I get detailed information about my Linux accounts?
   • Yes: Congratulations, you have a working account on the SoIC Unified Linux systems. Please review the account information page for details, including email forwarding information.
   • No: Please proceed to the next question

2. Are you faculty or staff within the SoIC?
   • Yes: Accounts on the Unified Linux systems are created automatically for some new incoming faculty and staff but not all. However, you can get an account by just asking using the SoIC Request Form.
   • No: Proceed to the next question

3. Are you a graduate student in any of the SoIC programs?
   • Yes: Accounts are created automatically for all SoIC graduate students. However, accounts for incoming graduate students are typically not created until the first week of the semester in which the student was admitted. So, if you are a new student you may need to be a little patient while the accounts are created. If you are an existing student or a new student and it is past the first week of the semester, please request your account using the SoIC Request Form. In your request, please include your major (ie. MS or PhD) and program (ie. Computer Science, Bioinformatics, etc).
   • No: Proceed to the next question

4. Are you an undergraduate student with a declared major in one of the SoIC programs?
   • Yes: We automatically create accounts for some undergraduate SoIC majors but not all. However, you can get an account by just asking using the SoIC Request Form. In your request, please include your major (ie. BS or BA) and program (ie. Computer Science, Informatics, etc).
   • No: Please proceed to the next question

5. Are you a non-SoIC student taking a SoIC classes requiring access to the SoIC Linux systems?
   • Yes: Various SoIC classes use the school-managed linux systems. If you are in such a class, the instructor should request the proper accounts based on the enrollments from the official course roster. If you in such a class but don't have an account, please talk to your instructor.
   • No: Please proceed to the next question

6. Are you doing work sponsored by a SoIC faculty or staff member that requires an account on the Unified Linux systems?
   • Yes: Please have your sponsoring faculty or staff member submit a request for an account using the SoIC Request Form.
   • No: You appear not to be eligible for an account on the SoIC Unified Linux systems. If you would still like to request an account, please use the SoIC Request Form and give details about your need for an account and your request will be given consideration.