

# 0365: BASIC TROUBLESHOOTING – SELF HELP

Occasionally, you may encounter an issue getting access to your email, calendar or other O365 services on many of your devices. This guide will help you perform some very basic troubleshooting techniques that should help resolve some of the ‘quick fix’ problems that may arise.

For more serious issues (or if you discover an issue not listed here), you can contact the Helpdesk and explain which troubleshooting steps you have tested out – it may help resolve your issue faster.

## Step 1: Check Internet Connectivity

Verify that the device you are using (whether its your personal laptop, office workstation, or mobile device) has internet connectivity. A simple test is to launch a web browser and attempt to navigate to a website such as <https://news.google.ca> – if it loads properly, then your device should be online.

Devices that are not connected to the internet will be unable to receive mail messages/calendar updates. If the email entries aren’t cached on your device, they may not be viewable offline.

If you are connecting to the campus Wi-fi, either Eduroam or UofT will be acceptable.

If you are connecting via Ethernet (wired), ensure the cable is firmly plugged in – some devices light up when connected properly (orange/green lights).

Depending on your device, there is usually a wired or wireless icon that indicates if your device is connected (or if signal strength is strong/weak). This may also indicate if you are successfully connected.

## Step 2: Verify your UTORid credentials

Office 365 services use your UTORid credentials as authentication. If you are having trouble with logging into a service (via web, repeat asking for credentials, errors when logging in), you can verify your UTORid credentials to ensure they are correct.

Visit <https://utorid.utoronto.ca> and click on the option **Verify your UTORid and password** located at the bottom of the page.

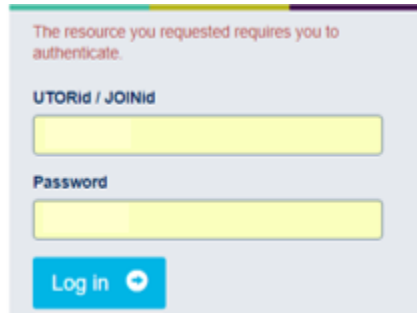
Enter your UTORid credentials and click **Validate**. If successful, you should receive a message stating “Your UTORid and password have been verified”.

If unsuccessful, you may need to reset your UTORid password. This can be done using the page linked above, under the **Password & Account Management** section. If you are unable to reset your UTORid password using these pages, you will have to contact the Helpdesk for assistance.

### Step 3: Connect to O365 email (UTMail+) via the Web

If you followed Steps 1 and 2 successfully, the next test is to connect to a common O365 service – email.

Visit <https://mail.utoronto.ca>. You'll get redirected to a weblogin screen (shown below) – enter your UTORid credentials here.



If successful, you should be logged into your UTMail+ Inbox. You should also be able to access several other O365 services using the square Applications link at the top left of your window.



If this step is also successful, re-try the original issue on your device to determine if the issue is still outstanding or if it has been resolved.

### Other things to check:

If all seems well above, but you're still experiencing issues, here is a small checklist of other things you can check out:

- Office 365 recommends installing Office 2016 on your personal device. If you are using an older version of Office (e.g. 2013 for Windows, 2011 for Mac or earlier), then you may experience degraded performance or difficulty accessing certain services.
- Ensure you are using updated browser software. Most browsers will have an option to Check for Updates.
- Visit the self-help documents on **Setting Up O365 email** for your device or clearing **Cached Credentials**.
- Office 365 services are available to current students, staff & faculty of U of T. If your status with the university changes, this could cause changes to your level of access to these services.