

ISSUES ACCESSING NETAMUMAIL.COM EMAIL

AMU uses Aureon, formerly Iowa Network Services, to host netamumail.com emails. Aureon is experiencing problems related to users checking their email for netamumail.com.

Here are some steps to help resolve this issue:

1. Customers checking email using just their username, jdoe for instance, will need to update their username to utilize the full email address, jdoe@netamumail.com. This is working for the majority of users. In certain cases, a customer will need to re-enter their password as well for a successful connection.
2. If this does not work, please use the link on the AMU website at <https://webmail.netamumail.com/> to access your email.

We apologize for any inconvenience that this has caused our customers.

Aureon is also aware that certain mobile devices are attempting to use security methods like, MD5 Authentication, that are not supported. Aureon is in the process of researching this issue. Instructions on how to remove MD5 Challenge / Response authentication on devices will be posted soon.