Title: I seem to be stuck on the 'Something went wrong' screen.

Issue: You are unable to complete the sign-up process for Auditor and move beyond the final step of the Setup Wizard.

You may face problems in completing the Setup Wizard if:

- 1. You have not configured the SMTP server address properly.
- 2. You may have used the wrong cluster server address.
- 3. The OU of the student email account that was selected for testing Auditor is incorrect and does not have the routing option configured for it. (Refer to Auditor Setup Guide for detailed instructions on how to configure routing options.)
- 4. You have set up delivery restrictions for the OU to which the test email id belongs.

Solution:

- 1. The SMTP server address is different for each cluster. So, depending on which cluster a user belongs to, his address will differ as follows:
 - a. US West cluster usw-smtp.auditor.securly.com
 - b. US East cluster <u>use-smtp.auditor.securly.com</u>
 - c. EU West cluster euw-smtp.auditor.securly.com

You can see which cluster you belong to and the link to be used on the first screen of the Setup Wizard as in the screenshot here.

Successfully Connected			
Configure Google Admin Console Let's get you started with a quick video.			
Or use these step by step instructions			
Auditor by secury of Get Started!			
▶ 0:00 / 3:30 ● ④ ● 🖸 🛓			
usw-smtp.auditor.securly.com Copy			
Take me to my Google settings page			
$\left(\rightarrow \right)$			

You can refer to Auditor Setup Guide for set up details.

- 2. Please check if the OU of the student email ID is correct. Also, verify if the routing option has been configured for that OU. If not, please go back and configure the routing options by referring to the Auditor Setup Guide.
- 3. Delivery restrictions on emails can be set up for individual OUs to ensure that users belonging to that OU do not send or receive emails from external domains. However, such restrictions can be added or removed at the admin's discretion. You therefore need to check if such restrictions have been added for securly.com for the OU to which the test email id belongs. If restrictions exist, you would need to remove them. To do this
 - a. Login to your Google admin account and navigate to Apps > G Suite > Gmail and click Advanced Settings

\equiv Google Admin	Q Search for users, groups, and settings (e.g. setup MX records)
Apps > G Suite > Setti	ngs for Gmail
	Hosts Add mail hosts for use in advanced routing, such as to direct messages to Microsoft Exchange.
	Default routing Create domain-wide routing rules, such as for split delivery or a catchall address.
	Authenticate email Set up email authentication (DKIM)
	Manage quarantines Create, modify, or remove email quarantines
	Advanced settings »

b. Scroll to 'Restrict delivery' under 'Compliance' and click 'Configure'.

\equiv Google Admin	Q Search for use	rs, groups, and settings (e.g. setup MX records)	? 🏼			
Apps > G Suite > Se	te > Settings for Gmail > Advanced settings					
General Settings Email addresses	Hosts Default routing	Labs Quarantines				
ORGANIZATIONS	Search settings					
• securlyqa1.com	Comprehensive mail storage	Ensure that a copy of all sent and received mail is stored in associated users' mailboxes.				
A_Test_Amar	Not configured yet					
ADSSO						
Automation	Append footer Not configured vet	Set up outbound footer text for legal compliance, informational or promotional requirements.				
Chromebox						
Demo	Restrict delivery	Restrict the domains that your users are allowed to exchange email with.				
DeviceEnrolled	Not configured yet					
DNSTEST			Ũ			
DynamicOUTest	Content compliance Not configured yet	Configure advanced content filters based on words, phrases or patterns.				
Evasion						

c. Select the list to which you want to add the domain name, or create a new one if no list exists.



CANCEL ADD SETTING

d. Add the domain name 'securly.com' under 'Add address or domains you want to allow' and click 'Save'.

Add setting

Add addresses or domains that you want to allow		
Securly (0)		
Securly		ADD
Address or domain name: securly.com		
Do not require sender authentication (not recommended).		
	CANCEL	SAVE

Only allow sending or receiving of email messages from addresses or domains that you specify.

e. Then click 'Save Settings'.

By following the steps mentioned above you can now successfully sign up for Auditor and prevent cyberbullying and self-harm incidents at your school.