

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.

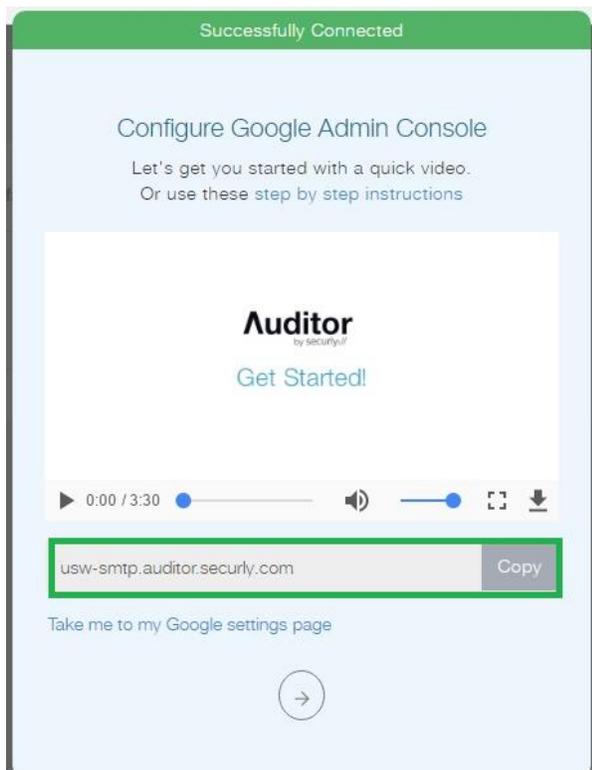
You may face problems in completing the Setup Wizard if:

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:

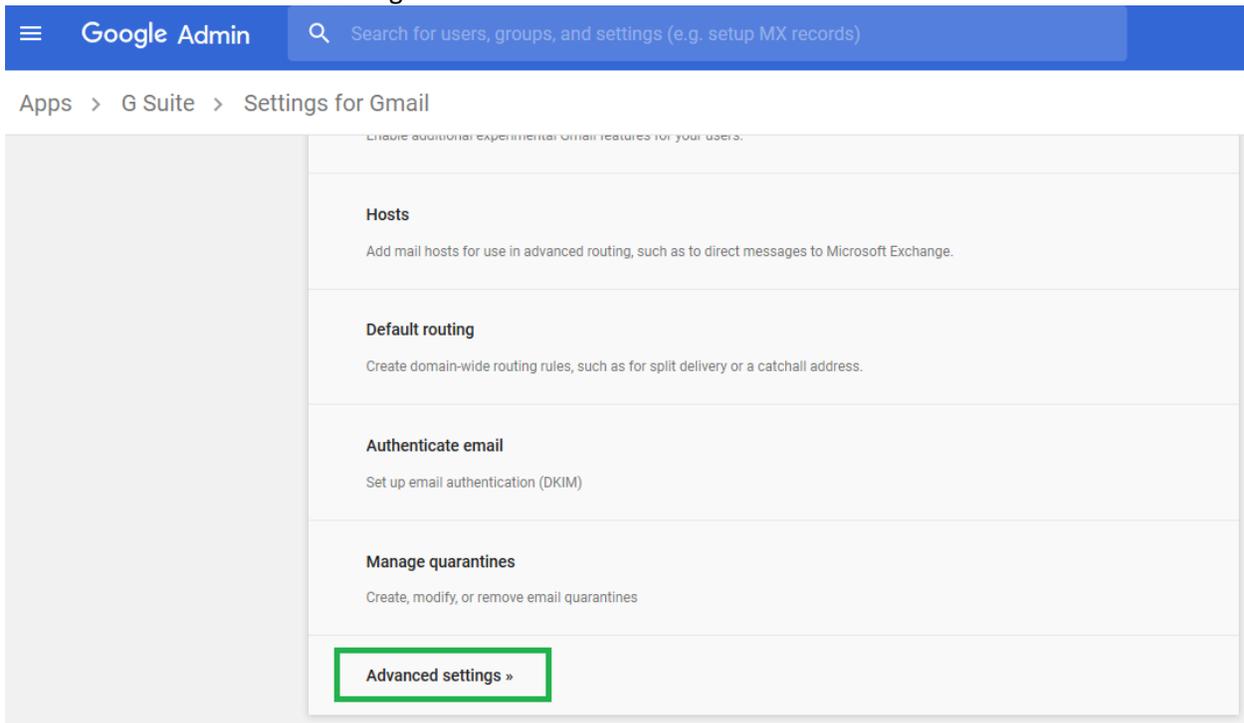
1. The SMTP server address is different for each cluster. So, depending on which cluster a user belongs to, his address will differ as follows:
 - a. US West cluster - usw-smtp.auditor.securly.com
 - b. US East cluster - use-smtp.auditor.securly.com
 - c. EU West cluster - euw-smtp.auditor.securly.com

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.

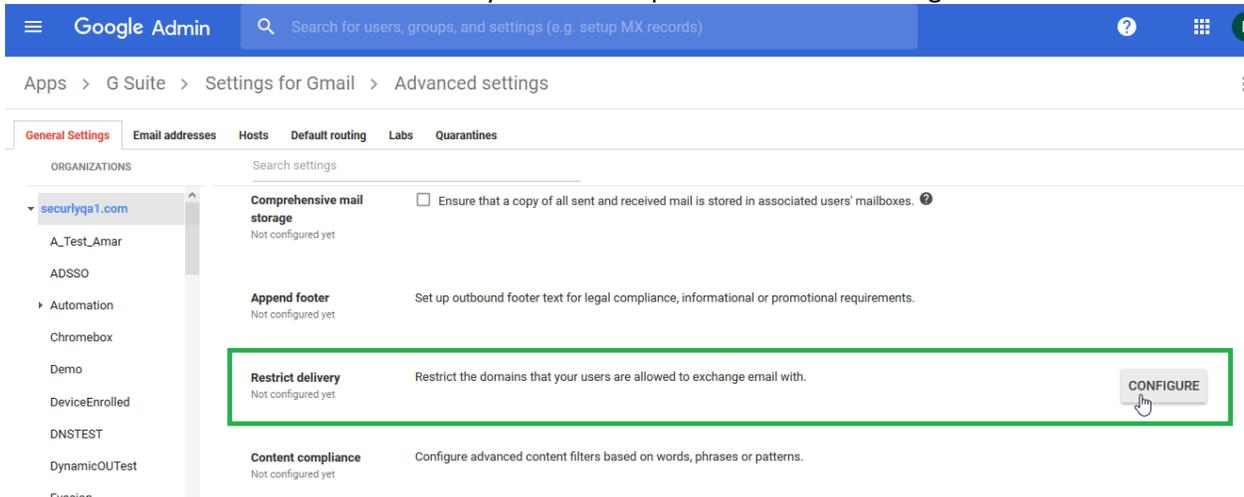


You can refer to Auditor Setup Guide for set up details.

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



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



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

Add setting ×

Restrict delivery Help ^

Required: enter a short description that will appear within the setting's summary.

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

1. Add addresses or domains that you want to allow

Available lists:

Only allow emails to teachers (1) Use Delete

2. Create new list:

Securly

CREATE

or create a new one.

Addresses and domains will be rejected. Edit the default rejection notice for these

(e.g. "Your email has been rejected because it violates organization

CANCEL ADD SETTING

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

Add setting

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

1. Add addresses or domains that you want to allow

Securly (0)

Securly	ADD
Address or domain name: securly.com	
<input type="checkbox"/> Do not require sender authentication (not recommended).	
CANCEL SAVE	

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.