Login Required to send email from rice.edu addresses

Beginning October 15, 2009, no email can be sent from a rice.edu address unless the sender has logged in with their NetID.

Why the change?

A significant amount of spam is generated within the Rice network, either by hackers sending spam from an internal account or by hackers forging a valid Rice.edu email address for use as the “sender” of their messages.

Unfortunately, when hackers send prodigious amounts of spam from rice.edu addresses, Rice ends up blacklisted by major email servers and legitimate messages from Rice addresses are rejected by major email servers such as Yahoo, gmail, AppleMail, AOL, and Hotmail.

Once Rice identifies and quarantines the computer that is sending the spam, it takes a minimum of 24-48 hours for Rice to convince the blacklisting services that the spam problem has been resolved. Once Rice is removed from the blacklisting services, individual email servers like gmail and Yahoo may wait another 24-48 hours before they accept Rice messages.

What about equipment that can’t login?

The first step in this phase is for IT to identify the computers and devices that do not have authentication capabilities, such as FAX machines, printers, and lab or other equipment that is connected to a computer. If you have department or shared equipment that is connected to one of your computers, please contact your IT support person or email helpdesk@rice.edu to ask about work-arounds for non-authenticating equipment.

Is my email reader set up to authenticate?

Test your personal and department email setup by sending a test message to authtest@rice.edu. Because each email reader can be configured differently, you should send the test message to authtest@rice.edu from each email client you use. You will receive an automatic response from the IT Help Desk confirming your secure settings, or giving you instructions to improve the security of your email setup. Check your DSPAM queue if you do not receive an automatic response.