Forwarding Your Email to an External Address Via the OWA Client

Email Forwarding Instructions

Overview:

Email services are provided to all Student, Faculty and Staff at Suffolk University. In order to gain the maximum benefit of collaboration tools, backup services for data, shared calendaring services, and up-to-date user directories it is strongly suggested that all users utilize the Suffolk-provided client software (Outlook 2007 or Outlook Web Access). However, if users still wish to redirect their email to an external account the following procedure can be used. The process involves a feature called “server-side rules” which can be used to tailor how messages are forwarded. It also puts the mailbox owner in charge of the forwarding itself and can help avoid calls to support services.

Disclaimer:

The procedures provided here are supplied “as-is” and can cause users to lose email if performed incorrectly. Suffolk University ITS assumes no responsibility for any mail forwarded outside of the University mail system and will not assist in the tracking and/or recovery of outside messages. Suffolk policy further requires staff and faculty to use email in the performance of their duties for the University. Forwarding e-mail puts the burden of support and preservation of all messages between their personal account and the University on the user themselves.

Limitations:

Email services forwarded to another provider are subject to the rules and filtering of that service. In short, you can redirect it via these instructions but there is no guarantee it will arrive at your other provider in a timely manner. As with any e-mail service, delivery is not tracked and there are many points of communication from one end to the other. In addition, Suffolk can only control and track message delivery (including SPAM filtering, virus detection, etc.) for its own environment. Other providers such as Gmail and Hotmail have their own rules for managing traffic and they may or may not correspond with Suffolk’s.

Users should check with their external provider to verify how forwarded email is handled at that end. Also, when users send new messages from that external account (or respond to messages forwarded to it) their address will display to recipients as the one associated with that external account. In other words, they will not show up as coming from their “@suffolk.edu” account. For example, if you are forwarding email from your account jsmith@suffolk.edu to jsmith@hotmail.com all messages you send (or respond to) from that point forward will be from jsmith@hotmail.com.

Steps:

1. Startup Internet Explorer. While Firefox, Chrome, Safari, etc. do work with OWA, they only allow access to the “Light” version. In order to access the “Full” (aka “Premium”) version only Internet Explorer 7 and above may be used. The Rules feature upon which email forwarding depends are only available through IE.

2. Login to your OWA (Outlook Web Access) account at https://umail.suffolk.edu. Please note that the username and password are the SAME that are used for your Windows PC if it is on the Suffolk Network.

3. Click the "OPTIONS" button, toward the top, right corner of OWA:.
4. Click on the "RULES" option (any existing rules will be listed).

5. Click on the "New Rule" drop-down menu and choose "Create a new rule for arriving messages".
6. Click on the "NEW RULE" drop-down menu.

7. A "Compatibility with Outlook" window may appear. If it does, click on the "Delete Disable Rules" button.

8. The "New Rule" window will appear. Hit the text "Forward or redirect", and check the "Redirect the message to people or distribution lists".

9. Click on "move, copy, or delete" and select "delete the messages".
10. Then click the "people or distribution lists" text on the left of the screen as follows:

11. Type the email address to which you want your email redirected in the box at the bottom of the page. In most cases this will be your personal email address (at, say, Gmail or Hotmail):

12. Click the OK button.
13. Type in a NAME for this rule (e.g. Redirecting Mail Externally)
14. Click the **SAVE** button.

That's it. All mail will now redirect to the selected outside e-mail address. Please note that messages will continue to arrive at your Suffolk account. This account will need to be cleaned out periodically to avoid filling messages up past the quota of 1GB. You will receive warning messages to that effect when you approach the quota limit.