Creating an Account and Forwarding Email in Exchange

This page gives you detailed steps you can follow if you want to create an Exchange email account and then either 1) forward all your IU email to Exchange OR 2) forward email from Exchange to some other email account. You may need to follow these instructions if you are an AI with a umail account but need to create an Exchange account to meet IU email requirements. Alternatively, you may need an Exchange account for things like VoIP phones or calendaring but don't want to use Exchange for email.

It is very important to realize that the IU Exchange system does not honor your global IU email forward. For example, if you have your username@indiana.edu email set to forward to some email system other than Exchange (eg. Umail or Gmail) and someone sends email to you from Exchange it will be delivered to your Exchange account and NOT forwarded. For this reason, it is important to either check your Exchange email frequently or set up forwarding so you don't lose email.

We have had reports of people forwarding their IU email to Gmail and experiencing long and intermittent delays receiving email. If you have this problem, please see IU Email Forwarding Delays To Gmail

Step 1: Create your Exchange Account

If you have not already created your Exchange account, you can do so as follows:

1. Go to https://one.iu.edu/
2. Search for and run the “Create Additional Accounts” app
3. Click the button for 'Microsoft Exchange'. If the Microsoft Exchange account does not appear as an account you can create, please let us know
4. Click ‘Create Account’

It may take up to a few hours for your new account to become active.

Step 2: Decide How You Want to Manage Your Exchange Email

Once you have an Exchange account, email WILL be delivered there even if you have your global email forward sent to forward your email elsewhere. The Exchange system does not honor this global forward for email that is generated within Exchange. So, you have 3 options so you don't lose email:

1. Read your exchange email separately - If, for example, you have a Umail and Exchange account, you can just read both of them frequently and keep the email separate. You can use the OWA Web Interface to read your Exchange email or you can use any other email client (eg. Outlook, Thunderbird, Apple Mail, etc). If you want to go with this option, then you are done. The rest of this page involves setting up forwarding.

2. Forward all your IU email to Exchange - If you want to have all your IU email forwarded to a single account, you can forward everything to the Exchange system and read it from there. If you want to go that route, follow the instructions in step 2a below. Since the IU Exchange system is the approved place for email communications that might contain sensitive information (such as email exchanges between students and their Instructor or Al), this is the recommended option for all faculty, staff, Al's, and Ul's.

3. Forward your Exchange email to some other account - If you would rather not have to read any email on Exchange, then you will have to forward that email elsewhere. Just keep in mind that the IU Exchange system is the approved place for email communications that might contain sensitive information (such as email exchanges between students and their Instructor or Al). If you want to go with this option, follow the instructions in step 2b below. Before you chose this option, please review this KB page to be sure you are not violating IU email policies: Student use of email for work-related purposes.

Step 2a: Forward All Your IU Email To Exchange

If you have decided that you want to forward all of your IU email to your Exchange account, you will need to first set up your global email forward (for your @indiana.edu and/or @iu.edu address) to go to Exchange. You can do this as follows:

1. Go to https://one.iu.edu/
2. Search for and run the “Email Management” app
3. Click on 'Forward email'
4. Select ‘Set delivery for the address(es) to the IU email service’ and select Exchange from the pulldown menu
5. Click ‘Continue’ and click ‘Forward’ on the informational page (after you read it).
Step 2b: Forward Your Exchange Email To Some Other Account

You may need to repeat that process for both your @iu.edu and @indiana.edu addresses if you have then set up to forward separately.

Once that is done, you still have to deal with your Umail account. If someone sends email directly to your umail.iu.edu address then that will still go to your Umail account. If you want all the Umail email to also forward to Exchange, you can do that by following the instructions in the UITS KB page At IU, how do I add or remove forwarding for my Umail account?

Reference: https://kb.iu.edu/data/adjp.html#owa

Step 3: Verify That Your Forwarding Rules Are Working

It is important to verify that any forwarding rules you set up are working as expected so you don't lose email. You should send yourself email to all the IU addresses you have including @iu.edu, @indiana.edu, and @umail.iu.edu and be sure you see them all. Just keep in mind that some mail systems do unexpected things with the forwarding of email you send to yourself. Both Umail/Gmail and Exchange do unexpected things so your best bet is to do this testing from some non-IU/non-Umail email account.

Step 4: Cleanup
If you have chosen to forward your Exchange email to some other account, it is possible that you received email on the Exchange server during the time period from when you created your Exchange account (step 1) and when you created the forwarding rule (step 2b). If so, that email should show up in the Outlook Web inbox but will not get forwarded. You can just read/reply/delete any messages that show up there directly from the Outlook Web Interface.