IU Email Forwarding Delays To Gmail

We have had multiple reports that users who forward their IU email to a non-IU email account (most notably gmail) have seen long and intermittent delays in receiving messages. If this is affecting you and you have your central IU forward set to go to your non-IU email address, then we recommend you try the following:

1. If you have not already done so, create your IU Exchange account. Most IU faculty and staff will already have this account but, if not, create it per [At IU, what are Exchange accounts, and how do I get one?](At IU, what are Exchange accounts, and how do I get one?)
2. Set up your central IU forward to go to your IU Exchange account instead of direct to your non-IU email account per [At IU, how do I forward my email? and At IU, how do I change my primary email address and set delivery for my email addresses?](At IU, how do I change my primary email address and set delivery for my email addresses?)
3. Set up a forwarding rule on the Exchange server per [In Microsoft Outlook for Windows, or in Outlook Web App (OWA), how do I automatically forward all of my IU email to another address?](In Microsoft Outlook for Windows, or in Outlook Web App (OWA), how do I automatically forward all of my IU email to another address?)

Once this is done, email from outside of IU will first go to Exchange and then to your non-IU account which seems to eliminate these delays.

Note that we also have a local SoIC KB page that explains the above steps that you may find helpful here:

- [Creating an Account and Forwarding Email in Exchange](Creating an Account and Forwarding Email in Exchange)

This page tries to explain some of the nuances of the IU email system and guide you though setting up forwarding.