



# 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/UI with a [Gmail@IU 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.

## IU Exchange Accounts

Please note that incoming graduate students, staff, and faculty will receive an IU Exchange account by default. Existing graduate students, graduate students who were originally IU undergraduates, and undergraduate students may or may not have an existing Exchange account. To verify if you have an existing Exchange account, you can see what accounts you have per [How can I view my personal or group UITS computing accounts?](#) The [email landscape at IU](#) can be a bit confusing so if you are confused and have questions, please [let us know](#).

 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` and/or `username@iu.edu` email set to forward to some email system other than Exchange (eg. 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 did not receive an Exchange account by default and 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 Gmail@IU 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.

 If you are an Undergraduate Instructor (UI) or Associate Instructor (AI) creating an Exchange account to be in compliance with IU policies regarding [Student use of email for work-related purposes](#) you will want to select option 2 and forward your IU email to Exchange. Simply creating the Exchange account is not sufficient to meet these requirements.

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 AI), this is the recommended option for all faculty, staff, AIs, and UIs.
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 AI). 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).

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 Gmail@IU account. If someone sends email directly to your Google@IU [xmail.iu.edu](mailto:xmail.iu.edu) address then that will still go to your Gmail@IU account. If you want all the Gmail@IU email to also forward to Exchange, you can do that by following the instructions in the [Gmail forwarding documentation](#).

## Step 2b: Forward Your Exchange Email To Some Other Account

 Note that it will take a couple hours after you create your Exchange account before you will be able to complete this step. If you try to log into the web interface and get a message about the web site being 'out of date' that means you haven't waited long enough so please try back later.

If you have decided that you want to forward your Exchange email to some other email account, you will need to set up an Exchange forwarding rule which can be done as follows:

1. Go to the Outlook web interface at <https://mail.iu.edu/>. If you get an error (see note above) please wait and try later.
2. Near the upper right corner, click the Settings icon (looks like a gear) and select Options from the menu.
3. On the left menu, select organize email.
4. Under Inbox Rules, click New (the + icon) and select 'create a new rule for arriving messages...'
5. Under Name, give this rule a meaningful name (like "Forward all messages to gmail")
6. Under "When the message arrives, and:", use the drop-down menu to select [Apply to all messages].
7. Under "Do the following:", use the drop-down menu to select Redirect the message to...
8. An addressbook window will pop up. Go to the top of that window and in the "To" field, enter the address to which you want to forward your email, and then click OK. Please note that you should **NOT** use an address of the form username@indiana.edu or username@iu.edu here. If you have your @indiana.edu or @iu.edu address forwarded to some other location, enter that target address (eg. username@xmail.iu.edu) explicitly here and not username@indiana.edu or username@iu.edu.

 Please note that it *might* be against IU policy for faculty, staff, and student employees to forward their IU email to mail systems outside of IU (such as gmail, yahoo, personal email server, etc). Faculty and staff (including students working as AIs/UIs per [About email for graduate SAAs](#) and [Student use of email for work-related purposes](#)) receive email to their IU account that may include sensitive data (including, but not limited to, FERPA-protected communications with students). The only qualified email system for such potentially sensitive data is the Exchange system. Other non-IU mail systems (such as gmail) are not an IU-approved place to receive sensitive data. In order to be completely in compliance with IU policy, our recommendation is that faculty, staff, and student employees who are Associate Instructors forward all IU email to an Exchange account and not forward it to unapproved non-IU email systems (including gmail).

9. Click on 'More Options...'
10. Click the 'Add Action' button and select 'Move, copy, or Delete' -> 'Move the message to folder', and select the Junk E-Mail folder. If you don't delete messages after forwarding they will accumulate on the Exchange server and you will eventually hit your disk quota and email may bounce. When you move a message to the Junk E-Mail folder it will be automatically deleted after 5 days.
11. In the New Inbox Rule window, click Save.
12. If asked if you want to apply this rule to all future messages, click Yes

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 @xmail.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 Gmail@IU and Exchange do [unexpected things](#) so your best bet is to do this testing from some non-IU/Gmail@IU email account.

If you have chosen to forward your Exchange email to some other account, you should also do the following.

1. Go to the Outlook web interface at <https://mail.iu.edu/>
2. Click 'New' to compose a new message
3. Set the To: address to username@exchange.iu.edu (where you obviously replace username with your IU username).
4. Give the message a subject and body and then click Send
5. Verify that this message shows up wherever you have your email forwarding to. If you set up the rule to also move messages to the junk folder after forwarding (as recommended in step 2), you should **NOT** also see a copy in the Outlook Web inbox but you should see it in the Junk E-mail folder. Keep in mind that messages in the Junk E-mail folder are auto-deleted after 5 days.

## 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](#).