UHCL Email Forwarding

You can arrange to have email automatically forwarded from your UHCL-provided email address to another email address such as Yahoo!®, Gmail™, Windows Live™ Hotmail™ or any other email account.

Please note that the UCT Support Center cannot support email services provided by other entities such as Yahoo!® or Gmail™. Support for non-university email accounts must be obtained from the provider of the account, not the university.

To set up email forwarding you need the following:

- Your UHCL login (user ID and password).
- The email address to which you wish to forward your UHCL email.

Setting up Email Forwarding

These instructions are for all modern web browsers and operating systems. You must not be using the light or low vision versions of webmail in order to access these features. For this reason, it is recommended that you set up forwarding from a desktop computer or use the full version of webmail on your mobile device.

1. Logon to your UHCL email account in webmail (https://webmail.uhcl.edu).

2. In the upper right of the screen, click Options.

3. Select Create an Inbox Rule...
4. Click the small triangle next to **New**…

5. Select **Create a new rule for arriving messages**…

6. Select **[Apply to all messages]** in the first drop-down menu.

7. Select **Redirect the message to**…

8. Add your desired destination email address in the **To ->** box, located at the bottom of the screen.

   You can search for addresses in the UHCL address book or your contacts from this screen.
9. Click OK.

10. Click More Options....

11. Name your rule something you can identify easily. For example, if you’re forwarding your email to your Gmail™ account, naming the rule “Forward to Gmail” would be a clear, easy to recognize rule name.

12. Click Save.

13. Click Yes on the warning dialog.

**Caveats**

UHCL cannot provide assistance with delivery or recovery of email forwarded from the UHCL email servers to an external email destination. You use email forwarding entirely at your own risk.

UHCL staff cannot assist with the setup or configuration of an external email address, calendaring, spam filters or contact lists.

If you forward your UHCL email to an external email address and later changes to a new email address it is your responsibility to change your email forwarding rule on the UHCL email server to reflect the new destination. Failure to maintain the correct email address in your rule could result in the loss of email messages.

When you graduate from UHCL, the forwarding rule will remain in place, even though your webmail access may expire. You should remove or update your forwarding rule before graduation.

If you use an external email service to communicate with UHCL recipients your email may be quarantined by the UHCL Spam filter which may delay communications between the recipient and you.

Forwarding your email will result in the delivery of all email communications to your external email provider, including those communications considered confidential (such as email covered under FERPA). If you have concerns about the confidentiality of your email or FERPA related communications being sent to your external email destination, UHCL staff advises that you do not setup email forwarding. UHCL staff assumes no
responsibility for the confidentiality or delivery of information forwarded or conveyed to an external email
destination.

Troubleshooting
If your forwarding doesn’t appear to be working, check for the following:

1. Verify that the destination email address you entered into your rule is correct.

2. Is the forwarded email being placed in your destination email address’ spam folder? Most email
   services have a “Spam” or “Junk” mail folder. Check that folder for your forwarded email.

3. Is the email being filtered by the UHCL spam filter before it can be forwarded? If you suspect this is
   the case please contact the Support Center for help.