

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.

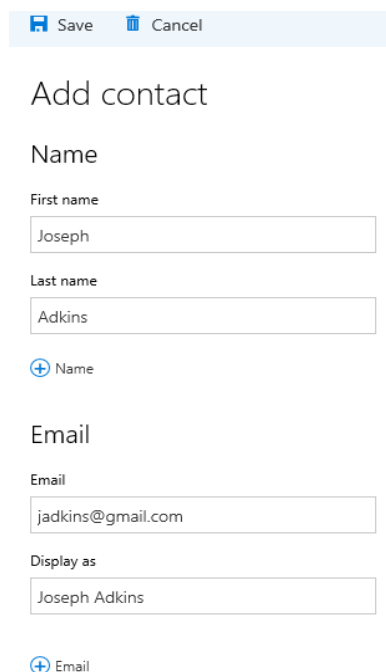
To set up email forwarding you need the following:

- Your UHCL login (user ID and password).
- The email address to which you wish to forward your UHCL email. **This email address must be added to your current contact list in Webmail if it does not already exist.**

These instructions are for most current web browsers and operating systems. **Please avoid using Google Chrome and Microsoft Edge when are setting up the Outlook rule for forwarding.** After you set up the rule, those browsers will be fine. 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.

Setting up an External Email Account in Contacts

1. Logon to your UHCL email account in Webmail.
(<https://webmail.uhcl.edu>)
2. Click on the grid with blocks icon in the upper left corner of the screen next to the word “Mail”.
3. Select the “People” icon.
4. Click on + New to add a contact.
5. Fill in the contact information with the email address you will be using to forward your UHCL mail to.
6. Click on “Save” when done.



Save Cancel

Add contact

Name

First name
Joseph

Last name
Adkins

+ Name

Email

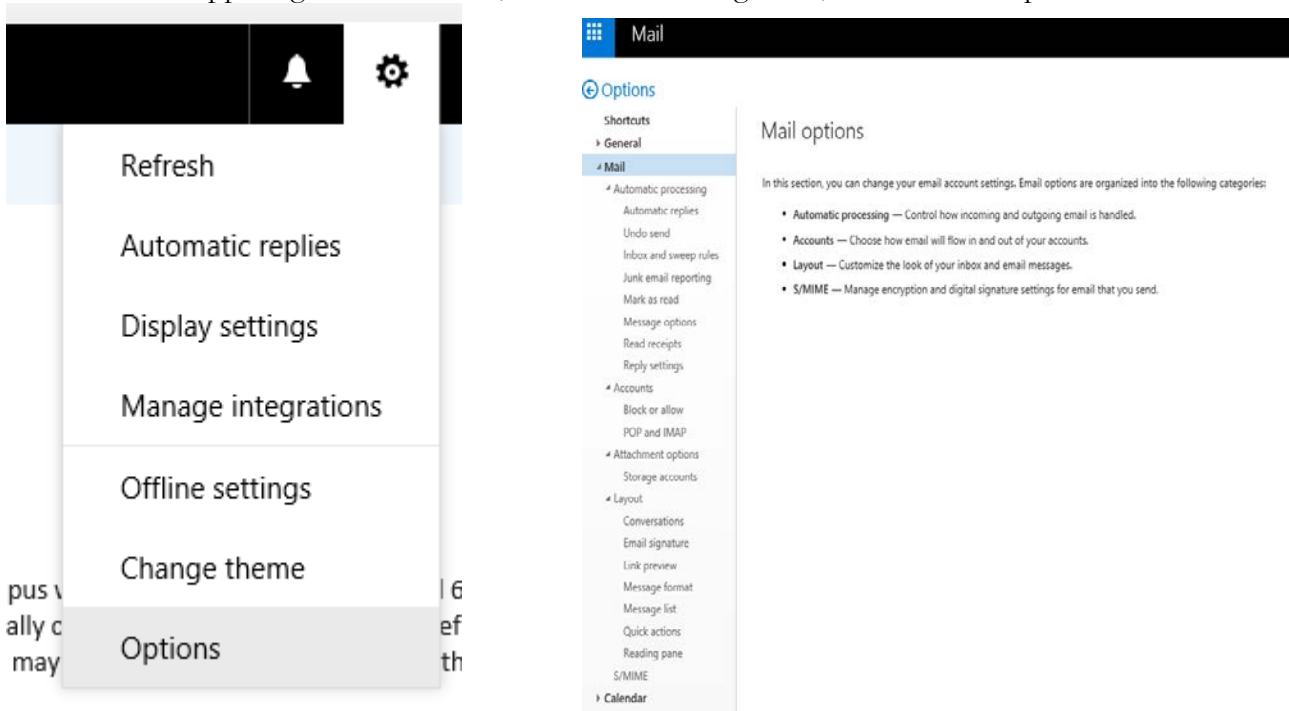
Email
jadkins@gmail.com

Display as
Joseph Adkins


+ Email

Setting up Email Forwarding

7. Logon to your UHCL email account in Webmail (<https://webmail.uhcl.edu>)
8. In the upper right of the screen, click on the settings icon, and choose “Options”.



9. Click on Inbox and sweep rules. You will see the following screens:

 Save  Discard

Inbox rules

Choose how email will be handled. Click the "+" icon below to create a new rule.




On	Name
----	------

Sweep rules

These rules run at regular intervals to keep your inbox clean.



On	Name
----	------

 OK  Cancel

New inbox rule

Name

Forward my UHCL email to gmail acct

When the message arrives, and it matches all of these conditions

[Apply to all messages] ▼

Add condition

Do all of the following

Forward the message to... ▼

Add action

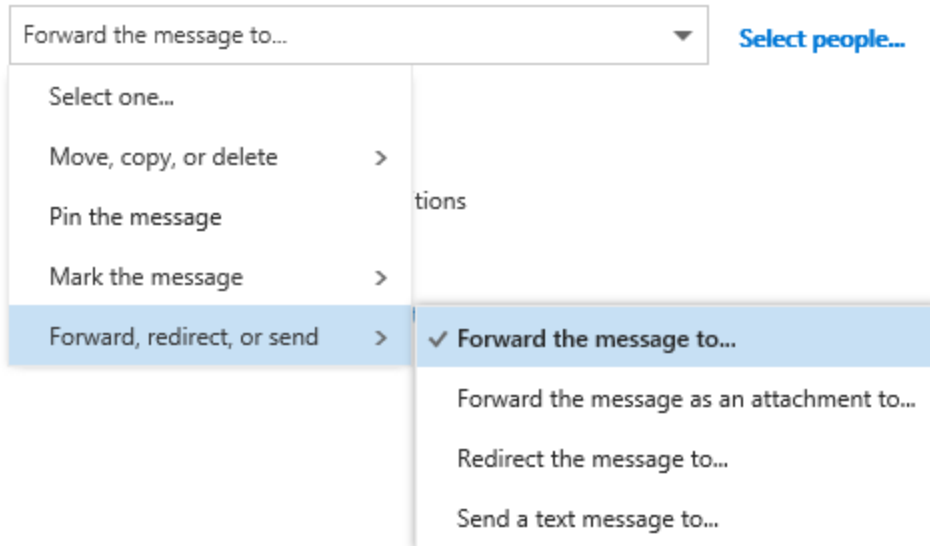
Except if it matches any of these conditions

Add exception

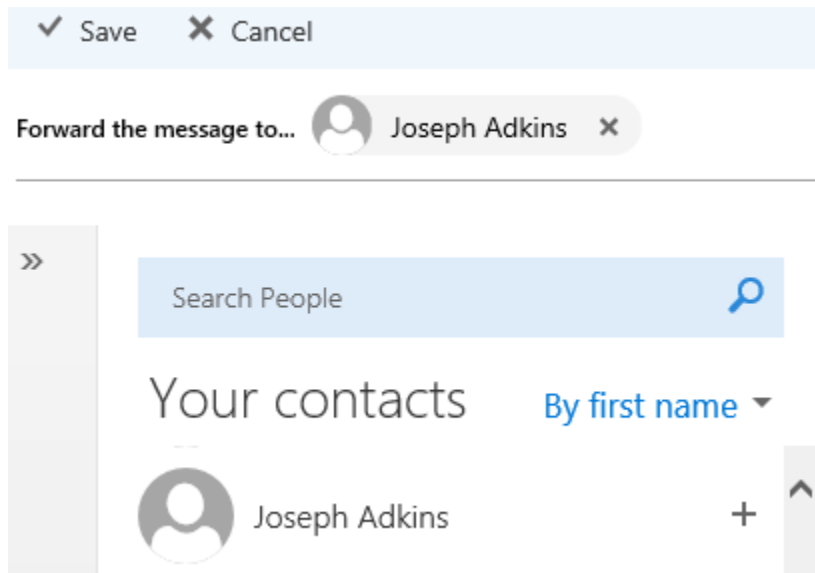
Stop processing more rules [\(What does this mean?\)](#)

10. Click the “+” icon to create a new rule.
11. Enter the Name of the rule, and select [Apply to all messages].
12. Click on the drop down arrow for Do all of the following and select “Forward, redirect, or send”.
13. Select “Forward the message to...”

Do all of the following



14. Once you click on this, your contacts listing will come up. Search by name and click on the “+” to add.
15. Click “Save” when finished.



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.