

Knoxville Area Forwarding “[NetID]@tennessee.edu” Email

(to receive notices of pay statement availability and password expiration)

Email notification that your online pay statement is available will be sent to your “[NetID]@tennessee.edu” email address. If this is not the email address you normally use, you will need to forward your “[NetID]@tennessee.edu” email address to a different email address.

Knoxville area employees with Exchange accounts and those without Exchange accounts have different instructions for e-mail forwarding. You may have an Exchange account and not know it. Please verify that you don’t have an Exchange account before using the instructions for a user without Exchange. Contact the Help Desk via 974-9900, the online Help Request at <http://contact.helpdesk.utk.edu/>, or the OIT Service Center at the Commons in Hodges Library.

Knoxville area instructions for users **WITH** a Microsoft Exchange account:

To set up mail forwarding for the UT Knoxville Exchange/Tmail system, please visit the Tmail/Exchange Account Management page found at <https://ds.utk.edu/uact/>.

1. Click on “Tmail/Exchange Account”.
2. Click "Manage Your Tmail/Exchange Account".
3. Login with your Exchange username and password.
4. Select "Mail Forwarding".
5. Enable mail forwarding.
6. Enter the email address/account to which you wish to forward your mail. Note that we have no way of verifying that you entered this address correctly, so make sure that it's correct.
7. If you choose to "Retain copies of forwarded mail?" it may be necessary to login to your Tmail account from time to time and delete some messages to make sure you don't go over quota. Alternatively, if you choose not to retain copies, emails lost or blocked by your new email service provider may not be recoverable by OIT.

Knoxville area instructions for users **WITHOUT** a Microsoft Exchange account:

You may have an Exchange account and not know it. Please verify that you don’t have an Exchange account before using these instructions. Contact the Help Desk via 974-9900, the online Help Request at <http://contact.helpdesk.utk.edu/>, or the OIT Service Center at the Commons in Hodges Library.

To set up routing of email, visit the Directory Services home page at <https://directory.utk.edu>.

1. Click on "Change Mail Address".
2. Login in with your NetID and NetID password
3. Click on "continue".
4. Type your email address into the box labeled "Route mail to:".
5. Click on "continue".
6. Verify that the addresses are correct, then click "ok".
7. If changes are needed, click on "Change Mail Address", and start over.
8. When done, click on "Logout".