

Advising Tip: Changes to Email Forwarding

The Ohio State University is committed to protecting the information entrusted to us. We will soon be putting mailbox forwarding controls in place to better reflect this commitment. We believe that putting forwarding controls in place for university-owned email puts Ohio State in a better security position.

All students, faculty, and staff who are forwarding their email to a non-OSU domain (e.g.: Gmail, Hotmail, Yahoo) will be affected by this change.

There are several reasons for implementing email account forwarding controls, including:

- Ending email forwarding protects personal email from potential open records requests or litigation. Record requests may encompass personal emails when personal email accounts are used for university email.
- Automatic forwarding contradicts sender expectations that mail is going to the university.
- Some information Ohio State handles is protected by regulations prohibiting automatic forwarding to non-Ohio State systems.
- We cannot detect and protect forwarded mail from being shared, stolen or infected.
- The @osu.edu email is what defaults for instructors when they directly email through the BuckeyeLink Faculty Center (used to house class rosters) or when the Address Book is used. If the email is not properly forwarded or not being checked, you will lose important messages.
- Carmen (Canvas) is set to use @osu.edu as the primary email. This can be changed in the Canvas Notifications Settings by adding BuckeyeMail as primary and making it your default email for Canvas communications.

Dates and Deadlines

Beginning on **Friday, September 29**, employees and students will be unable to forward their @osu.edu account emails to any non-approved email address or domain; forwarding will stop functioning at that time.

The way in which you are affected will depend on your affiliation with the university.

- If you are a student with NO employee affiliation:
 - You have an @osu.edu email and an @buckeyemail.osu.edu email
 - Your @osu.edu email must be forwarded to @buckeyemail.osu.edu
- If you are an OSUMC employee (and therefore automatically an OSU employee) and a student:
 - You have an @osumc.edu email, an @osu.edu email, and an @buckeyemail.osu.edu email.
 - Your @osu.edu email must be forwarded to your @osumc.edu account.
 - Your @osumc.edu and @buckeyemail.osu.edu accounts must be checked independently
- If you are a full or part-time Ohio State employee and a student:
 - You have an @osu.edu email and an @buckeyemail.osu.edu email
 - Your @osu.edu and @buckeyemail.osu.edu accounts must be checked independently

What do I need to do?

As of September 29th, forwarding will be stopped automatically, so no action is required. If you would like to manually stop forwarding before this date, you may do so from <https://my.osu.edu>.

To see the options available to you, please log into <https://my.osu.edu> and check the “Change email Delivery” option on the right navigation.

Change email Delivery

Faculty and staff may choose to deliver email to:

- The university's email service (lastname.#@osu.edu).
- A unit's email service (e.g. FirstName.LastName@osumc.edu).

1 Know your college or organizational unit's preferred email delivery method and policies.

2 All email addressed to "dunaeff.2@osu.edu" will be delivered to the same location as the university's email service.

Currently, email sent to "dunaeff.2@osu.edu" is delivered to the university's email service.

If this email delivery is correct, click on the Submit button below.

To designate a change of your email delivery select an option below and click on the Submit button.

Deliver my email to the university's email service

Deliver my email to BuckeyeMail, the university's email service

Deliver my email to

@ nationwidechildrens.org

nationwidechildrens.org

osumc.edu

avtchs.org

mercer-health.com

madison-health.com

Submit

- Login to “my.osu.edu”
- Select “Change email Delivery” from navigation on left
- Review the options for forwarding email at the bottom of the page.
 - Note: There are some additional, non-OSU options available in the drop-down. These domains are exempted from the forwarding policy and may be chosen IF you have an affiliation with these organizations. Please ask your organization for more information.
- Select the forwarding that fits your affiliation according to the information in the “Dates and Deadlines” section above.

Questions?

If you have questions or would like assistance setting up your OSU or BuckeyeMail email on your phone or laptop, there are several ways to get help:

- Call the Office of the Chief Information Officer HELP Desk at 614-688-HELP
- Visit the BuckeyeBar in room 60A of the Thompson Library (M-F, 9:00am – 6:00pm)
- Visit the College of Nursing computer Lab in room 220 Newton Hall