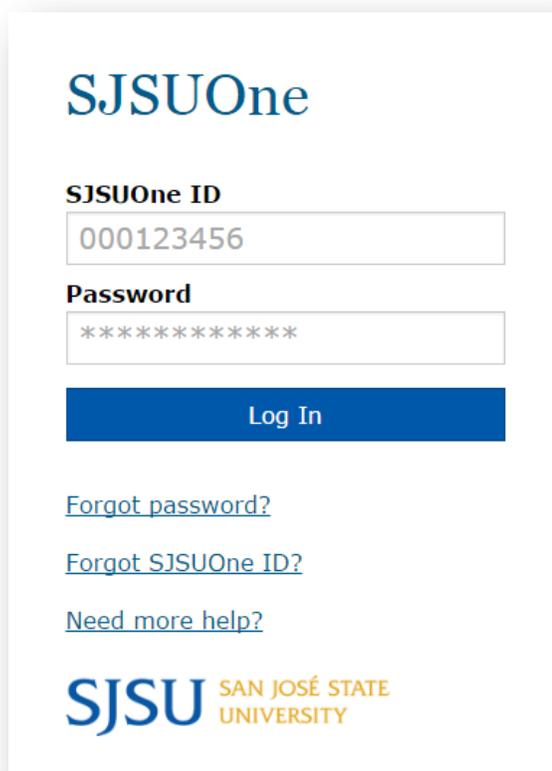


How to Forward Messages from SJSU-Issued Email Account to Preferred Email Account

1. The first step is to ensure that you have activated your SJSU email account. Follow the steps written out on SJSU's Information Technology Services [Student Email Frequently Asked Questions](#) website.
2. Once you have established your SJSU email account, log in to the [SJSU Gmail email](#) service provider using the account information that you just used to create your account.
Hint: If you have forgotten the information used to log-in, it is the same information you would use to log into Canvas or MySJSU. If necessary, you can also use the links on the log-in screen (shown below) to reset your password and/or look-up your Student ID.

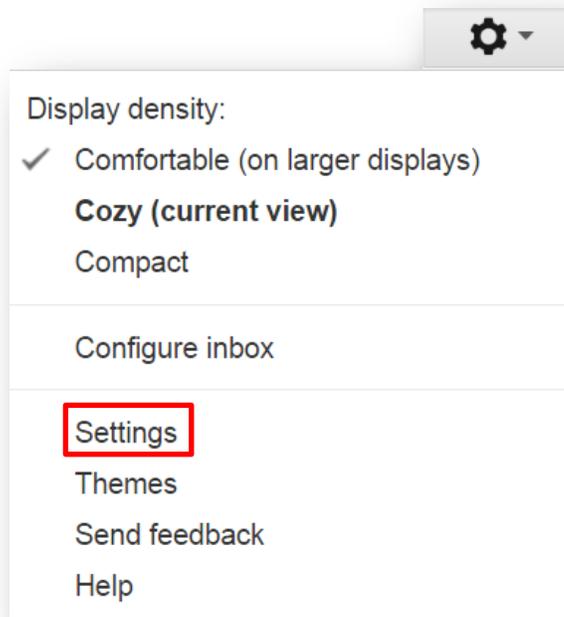


The image shows a screenshot of the SJSUOne login interface. At the top, the text "SJSUOne" is displayed in a blue serif font. Below this, there are two input fields: "SJSUOne ID" with the value "000123456" and "Password" with a masked value of "*****". A blue "Log In" button is positioned below the password field. At the bottom of the form, there are three links: "Forgot password?", "Forgot SJSUOne ID?", and "Need more help?". The SJSU logo, consisting of "SJSU" in blue and "SAN JOSÉ STATE UNIVERSITY" in orange, is located at the bottom right of the form area.

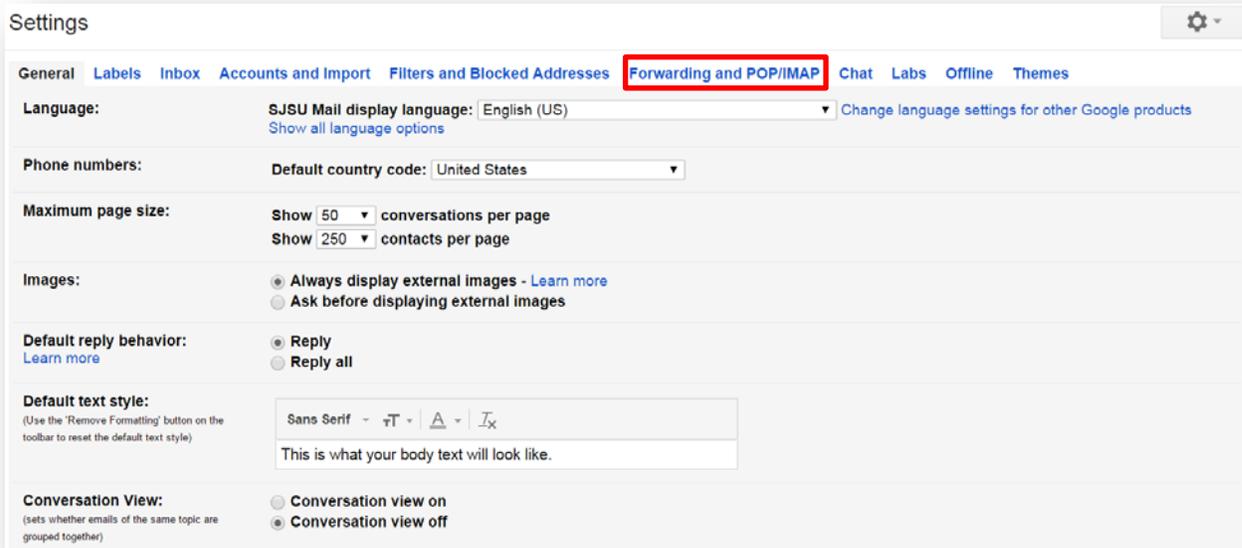
3. Once inside your SJSU email account home page, click on the Settings box (button icon is a gear; shown below).



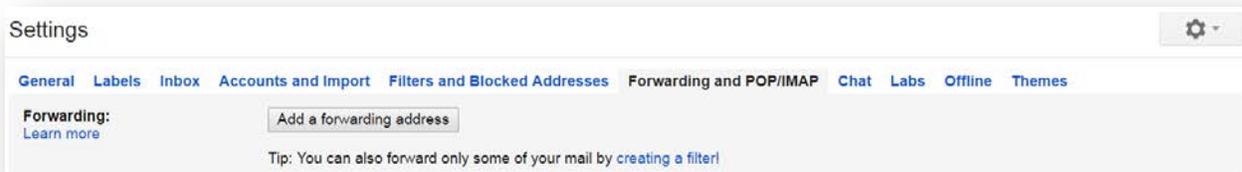
4. Click the “Settings” option on the drop-down menu that appears.



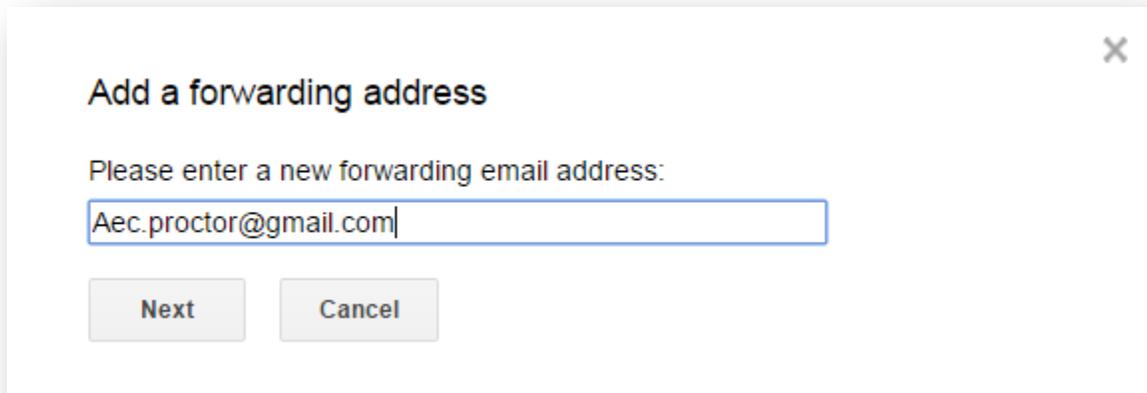
5. You will be taken to the Settings page of the SJSU email account. Click the tab on the top of the settings options that says “Forwarding and POP/IMAP.”



6. Next, click on the button that says, “Add a forwarding address.”



7. On the window that pops up, enter your preferred email account and click next.



Add a forwarding address

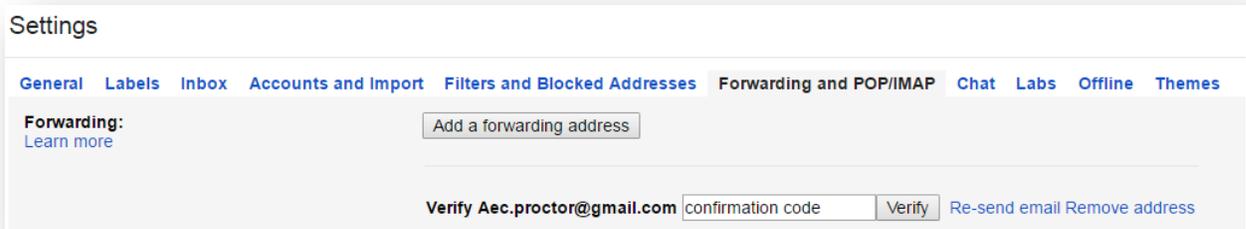
Please enter a new forwarding email address:

Aec.proctor@gmail.com

Next Cancel

8. A pop-up notification will appear after hitting the “Next” button. Click “Proceed” on this notification.
9. A new pop-up notification will appear informing you that a confirmation code has been sent to your preferred email address. Click the “Ok” button on this new notification. Open a new window or browser tab and log-in to your preferred email account to await the message containing the confirmation code.

10. Once you have received your confirmation code, insert it exactly in the “confirmation code” text box and click “Verify.”



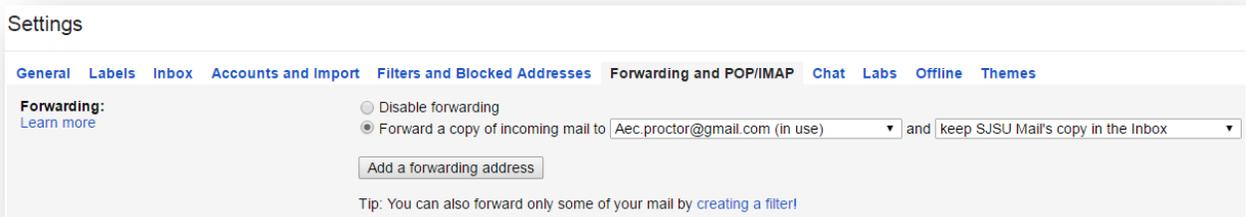
Settings

General Labels Inbox Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes

Forwarding:
[Learn more](#)

Verify Aec.proctor@gmail.com [Re-send email](#) [Remove address](#)

11. If the verification code worked then you are almost done! Select the radio button that says, “Forward a copy of incoming mail to (your preferred email address) and keep SJSU Mail’s copy in the Inbox.”



Settings

General Labels Inbox Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes

Forwarding:
[Learn more](#) Disable forwarding
 Forward a copy of incoming mail to and

Tip: You can also forward only some of your mail by [creating a filter!](#)

12. IMPORTANT: Once you have finished this step, you must scroll to the bottom of the page and click on the button that says, “Save Changes.” If you do not complete this step, then your messages will not be forwarded.

Settings

General Labels Inbox Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes

Forwarding:
[Learn more](#)

Disable forwarding
 Forward a copy of incoming mail to and

Tip: You can also forward only some of your mail by [creating a filter](#)

POP Download:
[Learn more](#)

1. Status: POP is enabled for all mail that has arrived since 2/20/12
 Enable POP for **all mail** (even mail that's already been downloaded)
 Enable POP for **mail that arrives from now on**
 Disable POP

2. When messages are accessed with POP

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

IMAP Access:
(access SJSU Mail from other clients using IMAP)
[Learn more](#)

Status: IMAP is enabled
 Enable IMAP
 Disable IMAP

When I mark a message in IMAP as deleted:
 Auto-Expunge on - Immediately update the server. (default)
 Auto-Expunge off - Wait for the client to update the server.

When a message is marked as deleted and expunged from the last visible IMAP folder:
 Archive the message (default)
 Move the message to the Trash
 Immediately delete the message forever

Folder Size Limits
 Do not limit the number of messages in an IMAP folder (default)
 Limit IMAP folders to contain no more than this many messages

Configure your email client (e.g. Outlook, Thunderbird, iPhone)
[Configuration instructions](#)

13. Once you have completed this step you are finished! Any emails that are sent to your SJSU email address will now be automatically forwarded to your preferred email address!