**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 G-mail 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.
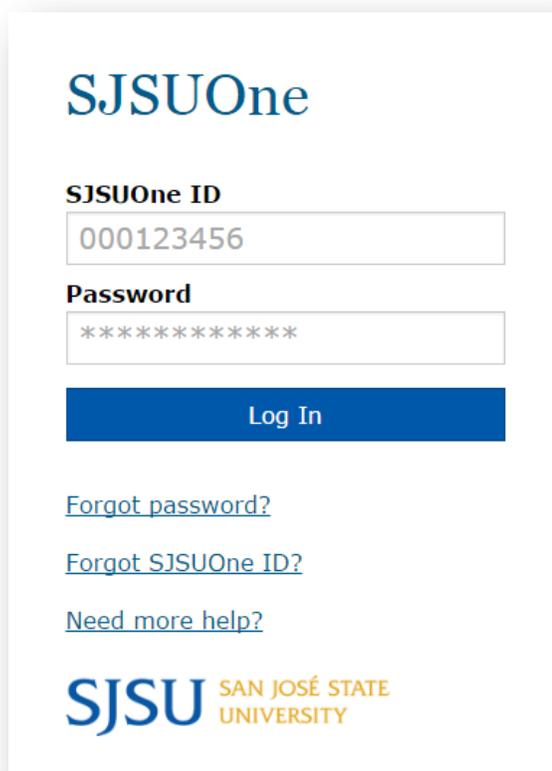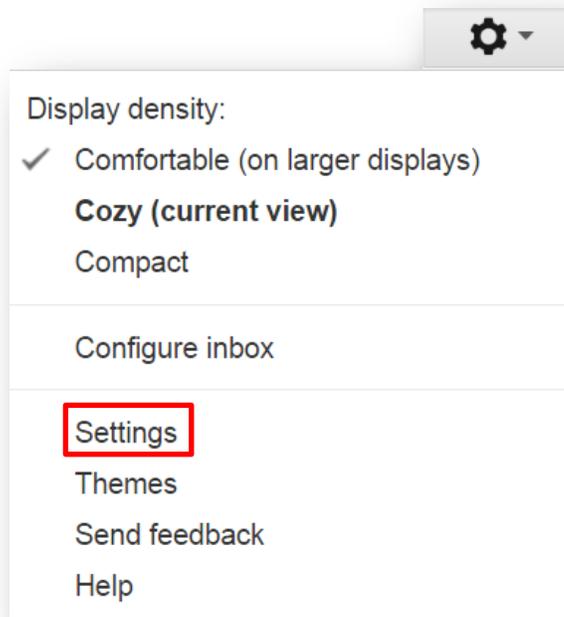

SJSUOne

SJSUOne ID

000123456

Password

****

Log In

Forgot password?

Forgot SJSUOne ID?

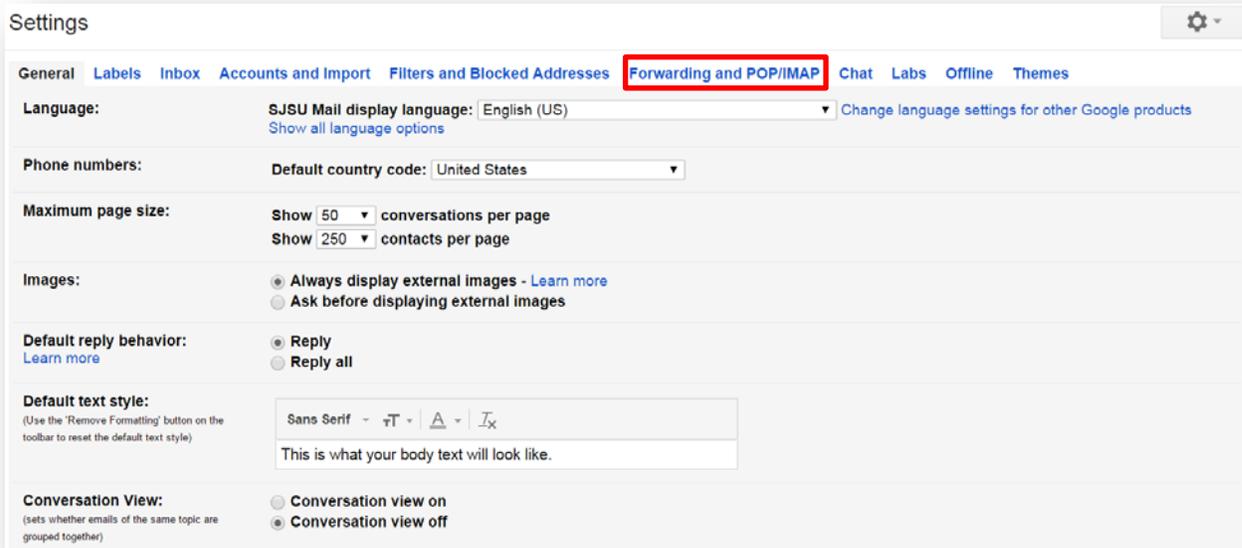Need more help?

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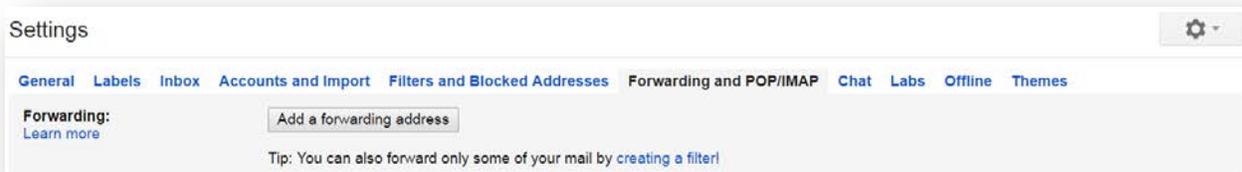

4. **Click the "Settings" option on the drop-down menu that appears.**

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."**

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7. **On the window that pops up, enter your preferred email account and click next.**
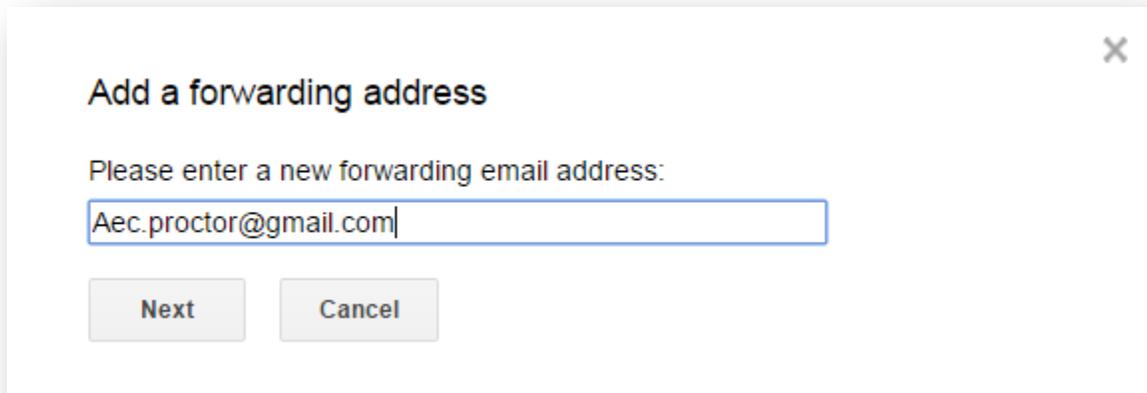
8. **A pop-up notification will appear after hitting the "Next" button. Click "Proceed" on this notification.**

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."
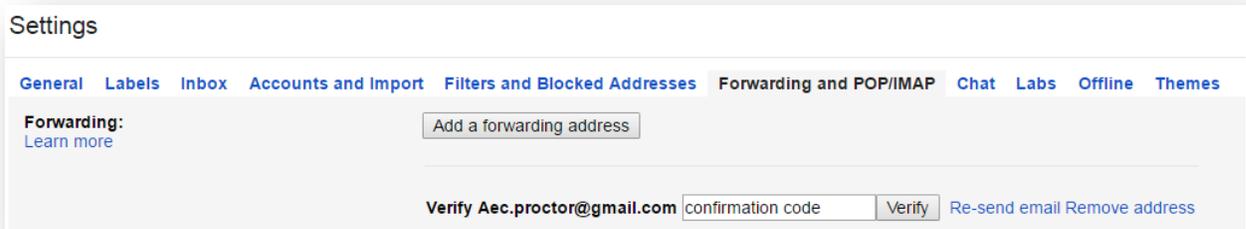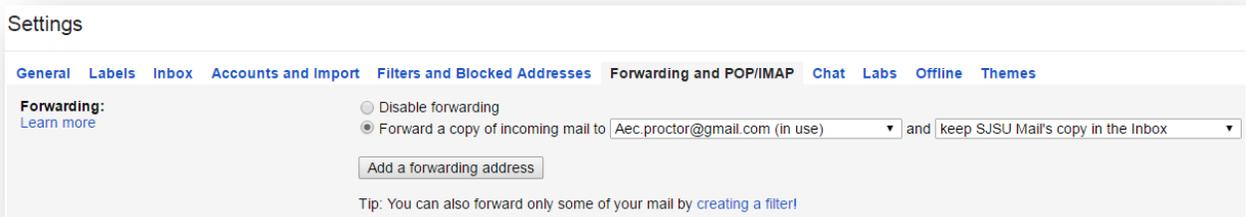
Settings

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

Forwarding:
Learn more

[Add a forwarding address]

Verify Aec.proctor@gmail.com [confirmation code] [Verify] 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 [Aec.proctor@gmail.com (in use) ▾] and [keep SJSU Mail's copy in the Inbox ▾]

[Add a forwarding address]

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.

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!