Forwarding University of Otago student email to another email address

Important Note:

If you have a Hotmail or related email provider, you will need to set up @otago.ac.nz on your safe senders list or "whitelist" so you can receive forwarded emails or stop forwarded StudentMail emails being marked as spam. For more information, see the AskOtago Service Portal knowledgebase article: Emails from @otago.ac.nz email addresses not being received

Please follow these instructions to set up your University StudentMail to forward your student email to another email address:

1. Log in to your StudentMail account using your student username and password. Click on the cog icon in the top right to reveal the **Settings** menu, then click on the **View all Outlook settings** link at the bottom.
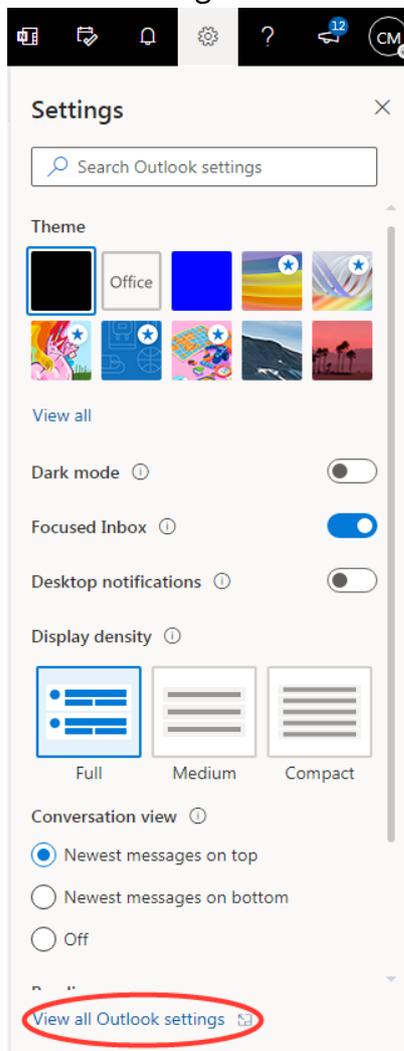
2. When the left-hand **Options** menu is revealed, select **Mail**, then **Forwarding**.

3. Tick the **Enable forwarding** box

4. In the box underneath, type in the email address you want your student emails to be forwarded to. You should choose to check the keep a copy of forwarded messages in case there are any email delivery issues.
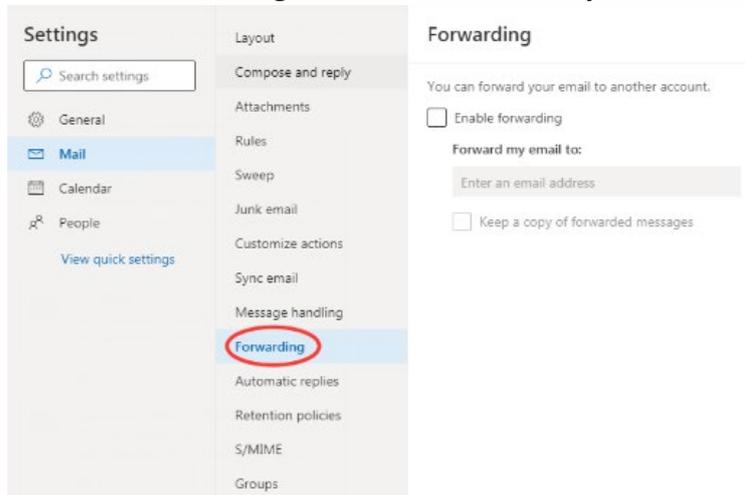
5. Click the **Save** button at the bottom of the page.

If I need help?

Please contact AskOtago Student IT Services if you have problems using your StudentMail account. You can speak to a Student IT Representative in person at the AskOtago Central Hub on the Dunedin campus, or:

Tel +64 3 479 5170
Email studentit@otago.ac.nz
message on Facebook