Dear Hamad,

Claudia Wald, USS Vice Chair for Technology, provided me a copy of your letter regarding email forwarding when we met last month. I appreciate your bringing to my attention your questions regarding forwarding mail from Office 365. It is always helpful to know how students are utilizing the technologies we provide and how they might be improved.

As I explained to Claudia and the other USS representatives at the meeting, the University determined it was best practice not to automatically forward Office 365 emails to other personal accounts. The decision to limit forwarding was based upon a serious situation that occurred previously when the Internet Service Providers viewed large amounts of forwarded emails as spam. As a result, the entire University’s email system slowed down substantially and many emails were blocked.

My office subsequently engaged industry experts to determine how to prevent this situation from recurring. Based upon their advice, we designed Office 365 so that emails could not be automatically forwarded. I hope you understand that this action was taken to protect the University’s ability to communicate effectively via email.

While you cannot auto-forward your email, you can configure access to your email by using POP or IMAP to pull your emails from your Office 365 account to your preferred email program or device. If you need assistance setting this up, the link below should be helpful. http://office.microsoft.com/en-us/office-online-help/use-pop-or-imap-to-connect-to-office-365-for-business-or-microsoft-exchange-accounts-HA102834584.aspx

The Grad Center also provides a comprehensive set of Frequently Asked Questions relating to Office 365 at: http://www.gc.cuny.edu/About-the-GC/Resources-Services/Information-Technology/FAQ

I hope this provides useful background information, and again, thank you again for bringing your concerns to my attention.

Best,

Brian