

FAQ turning off e-mail forwarding

In this guide, you will find instructions about turning off e-mail forwarding.

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 **From January 29, 2024 at 3:00 p.m.**, due to security reasons, the forwarding of @ut.ee e-mail to non-university e-mail addresses was stopped and all current forwarding was stopped. After January 29, people who have forwarded mail can only read them from the @ut.ee mailbox either through the website mail365.ut.ee and <https://kiri.ut.ee> or by adding the @ut.ee mailbox to the e-mail application of their computer and smart device.

More detailed information can be found on the [intranet](#).

Instructions about adding e-mail accounts can be found in the following guides:

- [Outlook setup on Windows](#)
- [Outlook setup on Mac](#)
- [Outlook setup on Android](#)
- [Apple Mail setup on Mac](#)
- [Apple Mail setup on iOS](#)
- [Mozilla Thunderbird setup](#)

Also check [Microsoft: Outlook training](#).

FAQ

From 29 January at 15:00, emails can no longer be forwarded to a non-university email address, and all current forwarding will be cancelled.

Email forwarding involves a high risk of email fraud, data leakage or breach of data protection requirements. Forwarded emails also make it more difficult to identify fraudulent emails, as the email is likely to be replied to from a non-university email address, and the user will not be able to see any additional sender information on the non-university email server in the [ut.ee](#) emails. A user who forwards an email received at a university address to an external address may also be in breach of data protection requirements, as information intended for the university can end up in the possession of third persons.

Furthermore, Google will update its anti-spam policy as of 1 February 2024 and set new limits on the number of incoming emails. The number of emails forwarded from the university's email addresses to Gmail will significantly exceed the new limits. According to the Information Technology Office, this would lead to more frequent cases where the forwarded emails do not reach the non-university mailbox, and the user does not receive them.

It concerns UT users who have forwarded their [ut.ee](#) mailbox to a non-university email address. According to the Information Technology Office, there were 13,564 such users at the end of October.

Users may cancel email forwarding themselves or wait until 29 January 2024, when the Information Technology Office turns off the forwarding. Read the guides at the top of the page to find out how to turn off email forwarding.


Users who have not forwarded their email do not have to do anything. Those using different email addresses can merge their mailboxes in an email app to read emails on their computer or smart device, if they wish. Find the link to the guide at the top of the page.

The University of Tartu uses the cloud-based Microsoft Online Exchange service as its email solution. University email can be read on the website <https://kiri.ut.ee>, as well as in all the most widely used email applications on Windows, Apple and Linux computers and in smart devices running on Apple and Android software.

Turning off e-mail forwarding

1. Log in to email web client at <https://outlook.office.com/mail/options/mail/forwarding/forwardingOption>.
Use your UT username in the format `username@ut.ee` for logging in (note that this is usually not the same as your email address).

Outlook

 Microsoft

Sign in


to continue to Outlook

username@ut.ee

No account? [Create one!](#)

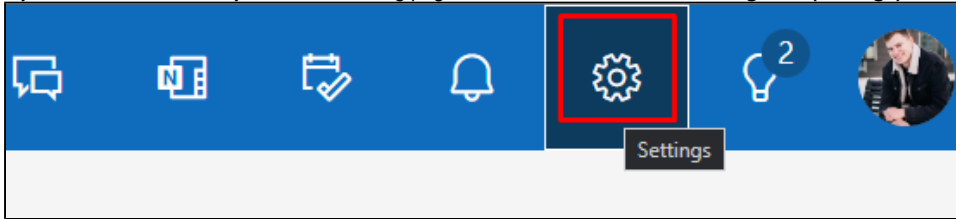
[Can't access your account?](#)

Next

 Sign-in options

2. In the top-left tab, click the **Settings** button.

If you are not taken directly to the Forwarding page for some reason, click on the **cog icon (Settings)** above, click on **View all Outlook settings** and select **Forwarding** from the menu.



3. To turn off forwarding, go to **Email Forwarding** uncheck the box for **Enable forwarding**, click on **Save** to confirm changes.

