Please follow these steps to set up your @iu.edu email address:

1. Open Internet Explorer and go to the <One.IU> app called Email Management :  search for it or go directly to <https://access.iu.edu/Email>

\*Log in with your IU username and passphrase if prompted.

1. Click **Create new email address.**

1. Click the radio **button** next to the @iu.edu address (it should be the only option listed) and then click **Create Address**.
2. On the Forward email page, select the top option **Set delivery for the address(es) to the IU email service:**, and choose “**Exchange**” from the dropdown options.



1. Click **Manage Your Email** button to go back. Click **Set your primary email address**.
2. Verify that your primary address is set to “your user name@iu.edu”. If it is not, click the radio button next to it and click **Set primary** button.

**\*** When you register your new preferred email address it may take up to 24 hours for all systems to update. Email may behave strangely during this period.

**\***If you use **Lync** you will need to update your Sign-in address to you @iu.edu address.  Click the **Options gear** in the top left corner of Lync and then under **Personal** change your sign-in address.

**\*** Results with smartphones and handheld devices have been mixed. For best results, you may want to remove your IU mail profile from the device before updating your primary setting, and then re-add a fresh profile once your new setting is in place.

The following link has instructions for adding your exchange email account to your Apple device:  <http://kb.iu.edu/data/axhp.html>

The following link has instructions for adding your exchange email account to your Android device:  <http://kb.iu.edu/data/azlf.html>

Please let us know if you have any problems/questions.

FYI the Department of Medicine IT helpdesk line is: 317-274-5387