Exchange Mailbox Forwarding and Retrieval Procedure
Effective Date: 08/08/2016

Background

This IT@UC Mailbox Forwarding and Retrieval procedure outlines the process for mail forwarding and how to request access to existing exchange emails after an employee, affiliate/contractor has left the university. This procedure is for business continuity purposes. If email is needed for an individual who is still employed with the university but is on absence of leave, please contact us for appropriate guidance.

Requirements

- Requests must be made by a UC employee.
- All Mailbox Forwarding, and Retrieval requests will be routed to the Office of Information Security (OIS) via the Integrated Services Helpdesk. Send requests to helpdesk@uc.edu.
- All requests to the helpdesk must provide the following:
  - Name of UC employee who is making the request (Requester)
  - Mailbox username (first and last name of User and Username)
  - Name of the person User reports to.
  - Name of person who will authorize the request, this person has to be Dean, Director or Department Head that User reports to.
  - Description of information requested.
    1. Do you need to forward an UCmail account to another UCmail account?
    2. Is a PST file (email archive) needed?
- OIS will obtain authorization from Dean, Director or Department Head in a reasonable timeframe.
- OIS will be responsible for validating and coordinating an access/retrieval request once it has been approved. The Office of Information Security will contact the Requester with follow-up information and/or deliverables.
- If access needs removed please follow the Access Removal Procedure.

Related Links

Access Removal Procedure
Helpdesk@uc.edu
Contact Information:
IT@UC Office of Information Security 513-558-ISEC (4732)
Email: infosec@uc.edu

History:
Issued: 12/12/2012
Revised: 1/23/2015
Revised: 8/08/2016