

## ATH Email Forwarding request - How to guide

**Step 1:** [Visit the Submit a support request web page](#)

**Step 2.** Under Subject, enter "ATH Forward Email Request".

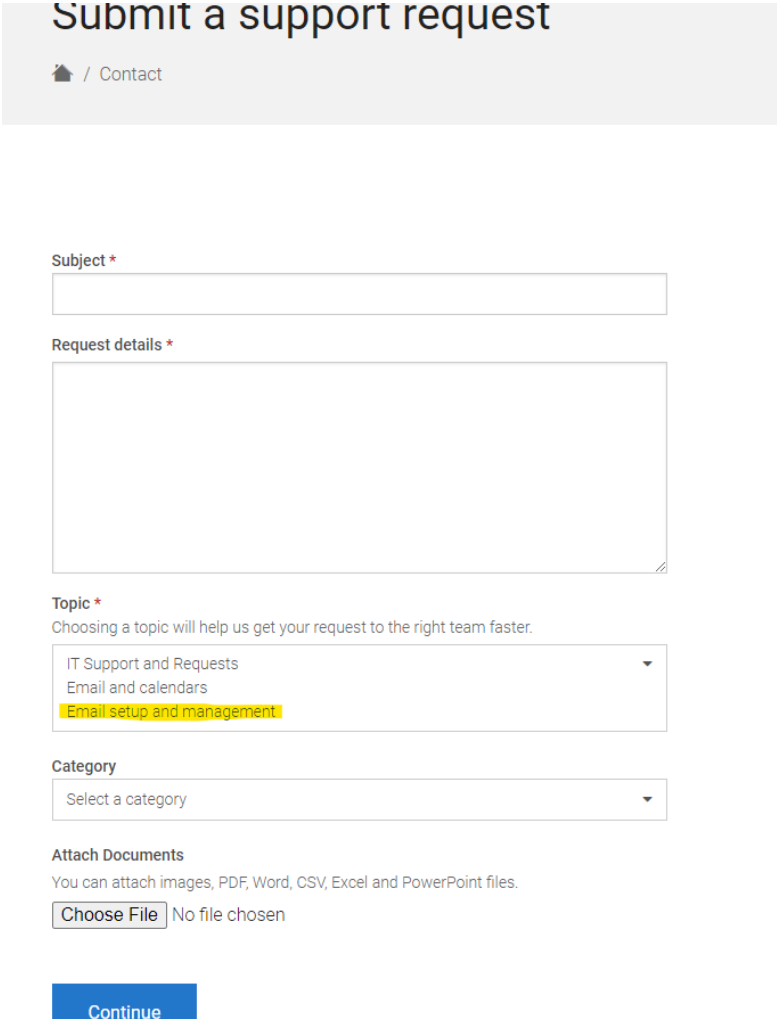
**Step 3.** Under Topic, select 'Email setup and management'.

**Step 4.** Under Category, select 'Office 365'.

**Step 5.** Suggested request details wording "I am an academic title holder (Username: [add your UQ username here]. Please forward my UQ email address to <enter your alternative email address>."

*(Most staff usernames begin with 'uq', followed by the first initial of your given name and the first five letters of your surname. For example: uqjblogg. Because many staff members can have the same surnames and first initials, usernames can also contain numbers. For example: uqjblog3)*

[See Image of the Request Form below](#)



The screenshot shows a web form titled "Submit a support request" with a breadcrumb "Home / Contact". The form contains the following fields:

- Subject \***: A text input field.
- Request details \***: A large text area for entering the request details.
- Topic \***: A dropdown menu with the text "Choosing a topic will help us get your request to the right team faster." The options are "IT Support and Requests", "Email and calendars", and "Email setup and management" (which is highlighted in yellow).
- Category**: A dropdown menu with the text "Select a category".
- Attach Documents**: A section with the text "You can attach images, PDF, Word, CSV, Excel and PowerPoint files." and a "Choose File" button next to the text "No file chosen".
- Continue**: A blue button at the bottom of the form.