

MS Management- Fall 2022- Email Redirect Error Correction Steps

Many of the students admitted to the Fall 2022 MSM program, are also University of Illinois undergraduates, and attended undergrad when students were issued email addresses utilizing a Google client (Gmail type account) as their main email access for their NetID@Illinois.edu account. Since that time, campus has switched to having only Microsoft 365- Outlook as the accessible email program for graduate students (and undergraduate students).

This has caused a redirecting error for some students that are now returning as graduate students. Below are the steps you can take to “fix” the redirect error and begin receiving emails regularly without them getting “lost” in cyberspace.

Step 1) Visit <https://ede.cites.illinois.edu/>, login with your NetID credentials.

Step 2) Once you log in, you should see a screen like mine below:

Electronic Directory Editor
University of Illinois - Urbana/Champaign ede.cites.illinois.edu
Electronic Directory entry for Kristen Patricia Sackley (NetID: sackley2)

[Instructions & Help](#) | [View this entry](#)
[Additional Field-Name Colors and Icon \(👤📧📧📧\) information](#)
How to [change other fields](#)

uiucEduNetID: sackley2
Unique name for entry
displayName: Sackley Kristen Patricia
Full name
cn: Kristen Patricia Sackley
Pretty name
uiucEduFirstName: Kristen
First name
uiucEduMiddleName: Patricia
Middle name
uiucEduLastName: Sackley
Last name
mail: sackley2@mx.uillinois.edu
Specify e-mail delivery address (128)

The email address you enter must point to a specific server such as g.illinois.edu or mx.uillinois.edu. Changes may take up to four hours to take effect and therefore you should check email in both locations to make sure messages are not lost. Please consult the [Technology Services email help page](#) for assistance.

Step 3) In the “mail” field you will need to check and make sure your email address reads in this format: NetID@mx.uillinois.edu. Yours may look like NetID@g.illinois.edu (that’s the old Google client version).

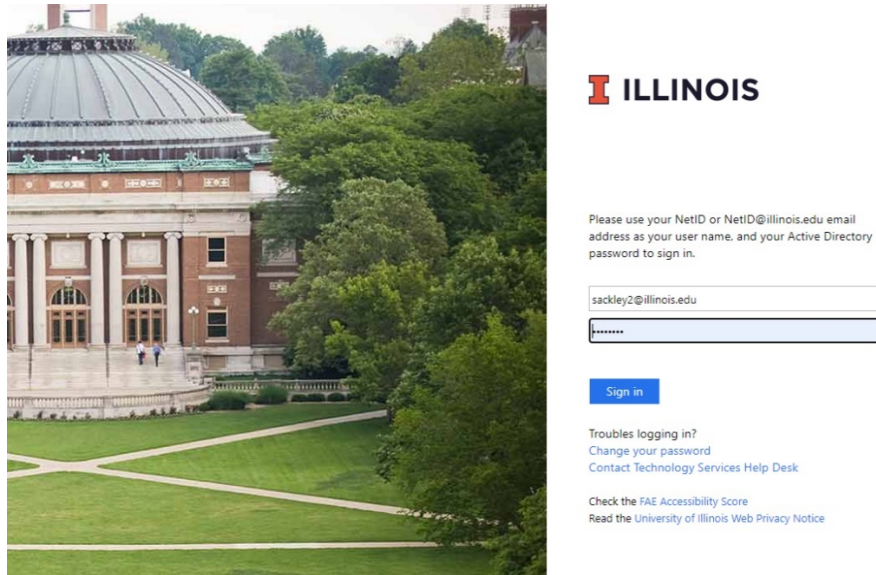
Step 4) Revise yours so it matches the NetID@mx.uillinois.edu format and click **APPLY** at the top.

Step 5) Logout and hopefully emails will start landing in the correct place within 24 hours.

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It also will be important to getting used to checking your email via the Microsoft 365- Outlook web version. If you want to **ENSURE** you aren't missing anything this is the best way to access your email. Visit <http://outlook.office.com/> to get started utilizing your email this way. You can also download Outlook to your computer and access it via a desktop app.

It should take you to a special UIUC login that looks like the screen shot below once you are in the right place:



Feel free to [contact Technology Services](#) if you complete these steps and still don't seem to be getting all the emails.

You can also read more about the [email transition from undergraduate to graduate student here](#).