

User E-Mail Account Set-up Needed for E-Forms System Notifications

In order for the E-Forms System to successfully send workflow notification e-mails to a user, the user must have the following in place:

- **An active @wsu.edu email address is published with the employee's entry in the WSU Electronic Phonebook.**

The Electronic Phonebook is accessed by using the "Search WSU Web/People" function at the top of most WSU webpages. Employee entries are listed under the "Faculty & Staff" tab on the search results page.

The employee's Network ID must be set to "mail enabled" in order for the @wsu.edu email address to appear in the Electronic Phonebook. If the employee's entry in the phonebook doesn't include the @wsu.edu email address, contact the campus Information Technology Services (ITS).

- **Email forwarding is set up as needed.**

A user may use an email address other than the @wsu.edu email address for his or her regular email account. However, the user must obtain an @wsu.edu email address in order to get notification emails from the E-Forms System.

Work with the campus ITS folks to make sure that the user's @wsu.edu email address is set up to forward to to the account he or she usually works with (e.g., @tricity.wsu.edu; @vetmed.wsu.edu).

Once the user's @wsu.edu email address appears in the Electronic Phonebook and is set to forward to his or her regularly used e-mail account, the E-Forms System will be able to successfully send Workflow Notification emails to the user.

NOTE: A user can use the E-Forms System without having an @wsu.edu email address. However, the system will be unable to send notification emails to the user. In this case, the sender is responsible for sending a separate email or telephone alert to the recipient that an e-form has been sent to his or her Workflow--Personal Inbox in the E-Forms System.