

UTSI Instructions for Accessing Online Pay Statement (NetID & email forwarding)

OIT “Your NetID & Password” Web Page

Includes link to UT Directory for use in looking up NetIDs for UT personnel.

<http://accounts.utk.edu/your-netid.html>

Resetting Expired NetID Passwords

Note: OIT will reset the flag for all expired NetID passwords across the UT system (10,000+) on Thurs, May 28 so that those people can use the Initial Password Setup form online to reset their passwords by submitting date of birth, NetID, and one of the following: employee/personnel #, UTK student ID #, or last 4 digits of SSN.

1. Go to <https://directory.utk.edu>.
2. Click the **Password Management** link on the left.
3. Choose **NetID/Tmail/Active Directory Password**.
4. Choose **First Time Password Setup** and follow the instructions.
5. Enter your NetID, your UT ID Number*, your birthdate, and click continue.
6. You will be prompted to enter a new password.

Your new password will take up to 15 minutes to take effect.

*Your UT ID Number can be one of 3 numbers: (1) your UTK Student ID Number which begins with a 000, (2) your Employee ID number, i.e. 123456, or (3) the last 4 digits of your Social Security Number. Any of these numbers should work to use this tool.

Forwarding “[NetID]@tennessee.edu” Email

You probably aren’t using or checking your tennessee.edu account. In order to receive notices of pay statement availability and password expiration, you must have your tennessee.edu email account forwarded to an email address that you regularly check.

Most UTSI faculty, staff should follow the instructions in this section.

1. Go to directory.utk.edu
2. Click on "Change Mail Address".
3. Login in with your NetID and NetID password.

4. Type your email address into the box labeled "Route mail to:".
5. Click on "continue".
6. Verify that the addresses are correct, then click "ok".
7. If changes are needed, click on "Change Mail Address", and start over.
8. When done, click on "Logout".

Students may have email accounts on the Knoxville Exchange server, but may not be using them. Students can first verify that they have an Exchange account by contacting the Help Desk via 865-974-9900 or the online Help Request at <http://contact.helpdesk.utk.edu/> .

To set up mail forwarding for the UT Knoxville Exchange/Tmail system, please visit the Tmail/Exchange Account Management page found at <https://ds.utk.edu/uact/>.

1. Click on "Tmail/Exchange Account".
2. Click "Manage Your Tmail/Exchange Account".
3. Login with your Exchange username and password.
4. Select "Mail Forwarding".
5. Enable mail forwarding.
6. Enter the email address/account to which you wish to forward your mail. Note that we have no way of verifying that you entered this address correctly, so make sure that it's correct.
7. If you choose to "Retain copies of forwarded mail?" it may be necessary to login to your Tmail account from time to time and delete some messages to make sure you don't go over quota. Alternatively, if you choose not to retain copies, emails lost or blocked by your new email service provider may not be recoverable by OIT.