

# Editing Email Aliases

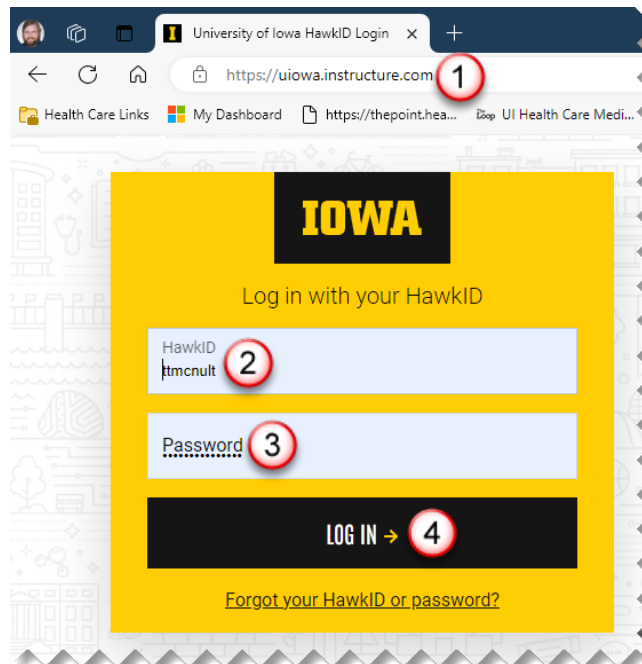
When the University of Iowa's LMS System (ICON) sends email notifications to users, it by default sends them to the user's Ulowa email ([User@Ulowa.edu](mailto:User@Ulowa.edu)). The exception to these rules, is if the user was never a university employee or student, in which case, the default email is set to whatever email was provided at the point of account creation. This can present a problem, as users may not have access to those emails anymore, or the email is not one that is checked regularly.

In these cases, users can add another email to associate with ICON to have their notifications go to.

## Logging into ICON

From an Internet Browser:

1. Navigate to ICON ([uiowa.instructure.com/](https://uiowa.instructure.com/)).
2. Enter your **HawkID**.
3. Enter your HawkID **Password**.
4. Click **Login**.



**i** Issues with HawkID?

CCI users, use [HawkID tools](#)

Iowa Health users, use [HealthcareID tools](#).

**i** Issues with DUO?

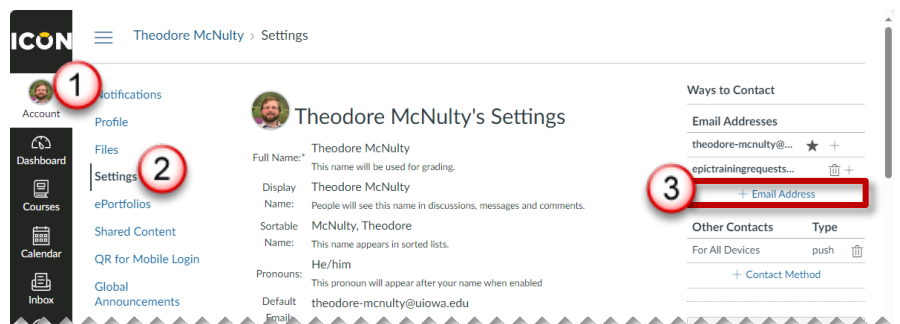
Use the [Ulowa Account Center](#)

Iowa Health users, note that Ulowa DUO is only for Ulowa shared services (like O365, ICON, Employee Self-Service, etc.). You will also have a Healthcare DUO that is managed separately for Healthcare Services.

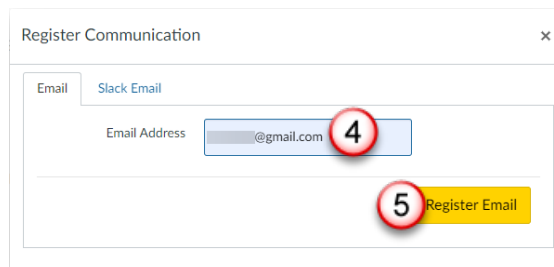
## Adding an Email Alias

From the main ICON landing page:

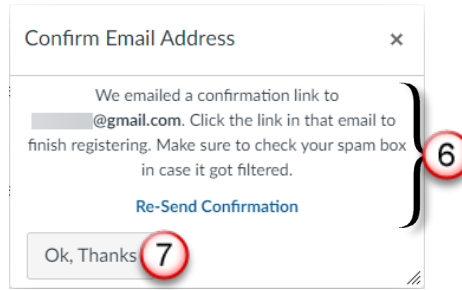
1. Click **Account**.
2. Click **Settings**.
3. Click **+ Email Address**.



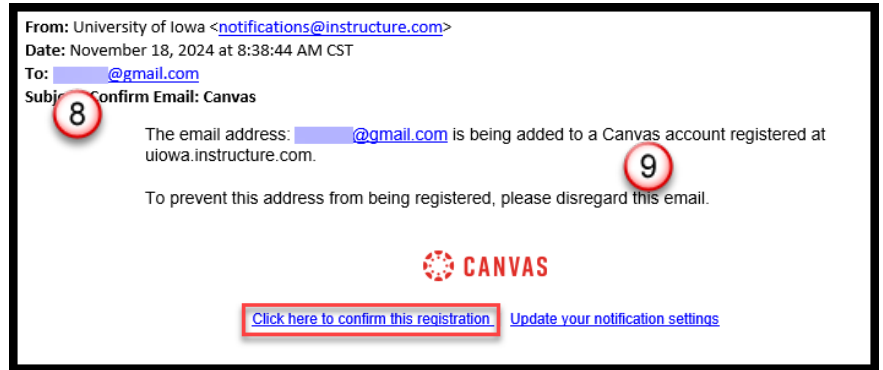
4. Enter desired **Email Address**.
5. Click **Register Email**.



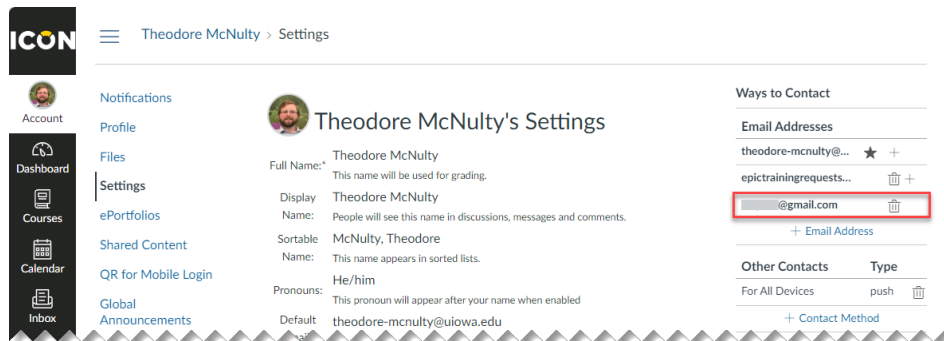
- Review the pop-up.
- i** This pop-up is confirming the email address the email was sent to, including letting you know that the email may have gone to your spam folder.
- Click **Ok,Thanks**.



- From the confirmation email:
- Click the **Click here to confirm this registration** link.



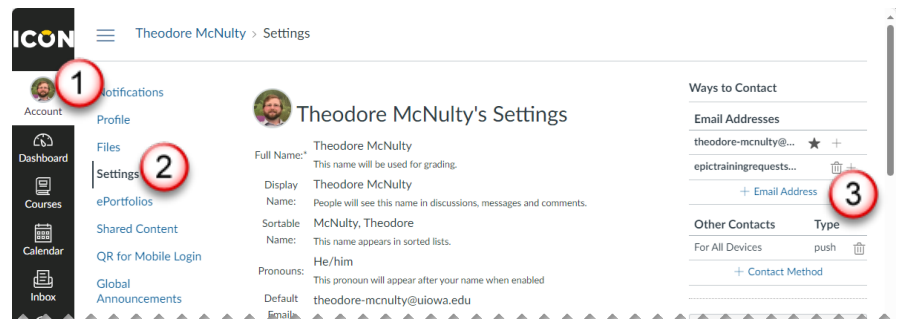
The email address will now show in the **Ways to Contact** list:



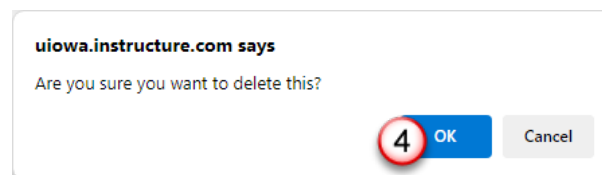
- i** If the email is a link, then that means the email has not been confirmed. Until it is confirmed, you will not receive any emails from ICON to that email.

## Removing an Email Alias

- From the main ICON landing page:
- Click **Account**.
  - Click **Settings**.
  - Click **Trash Can** (🗑️) for desired email.



- The uiowa.instructure.com pop-up appears:
- Click **OK**.

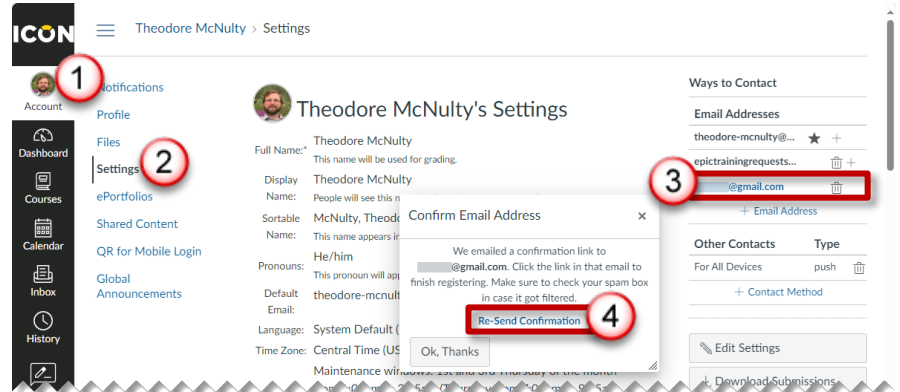


## Frequently Asked Questions

### How do I re-send the confirmation email?

From the ICON Login:

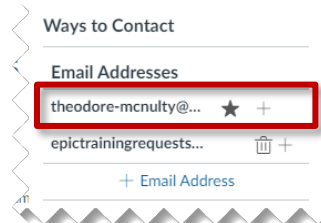
1. Click **Account**.
2. Click **Settings**.
3. Click **Email Address** link.
4. Click **Re-Send Confirmation**.



### Why are there some emails I cannot remove?

Some emails (usually ending in [@uiowa.edu](mailto:@uiowa.edu)) are added by system administrators and are therefore not editable.

- i These emails will not give the Trash Can (🗑️) icon to allow you to remove them.



**Questions?** If you need assistance, please contact your help desk.