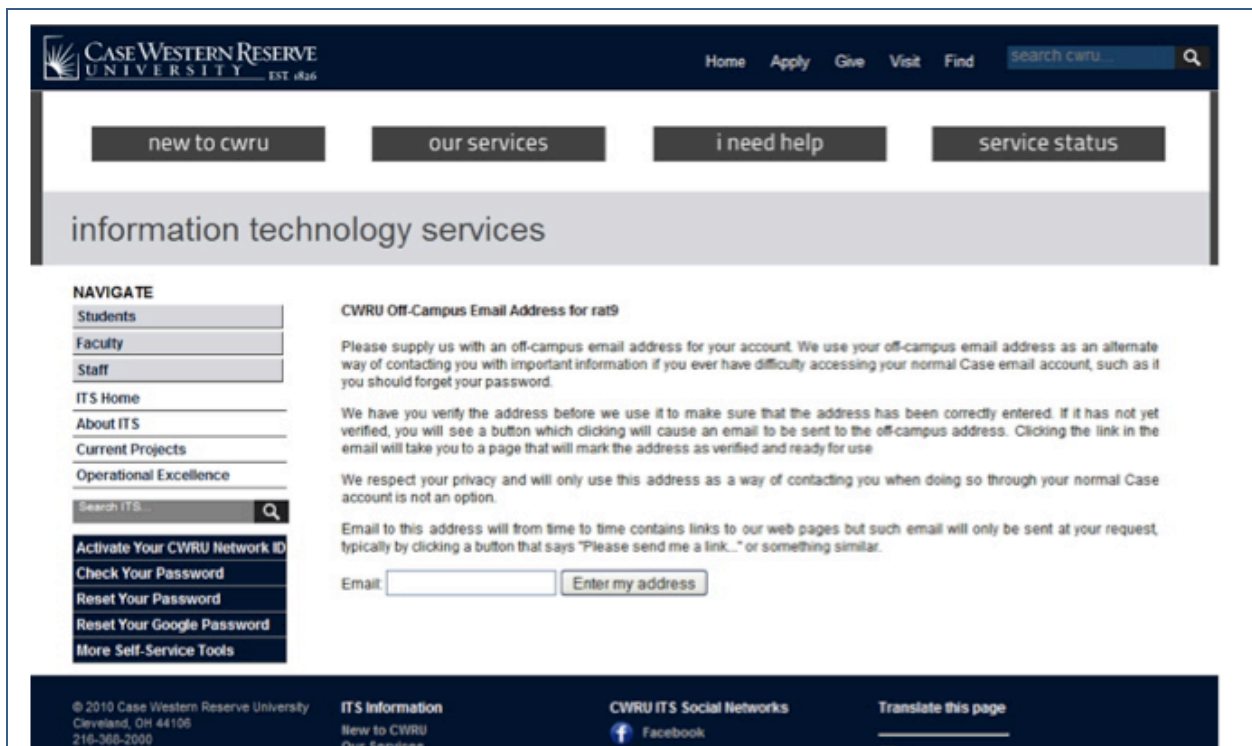


Registering a non-CWRU Email Address

While an off-campus email address is not required, it is helpful in the event your password and security question are forgotten, providing ITS with an alternate method of sending password reset information to you. An alternate email address can be submitted during the [CWRU ID activation process](#) or through the Off-Campus Email Tool.

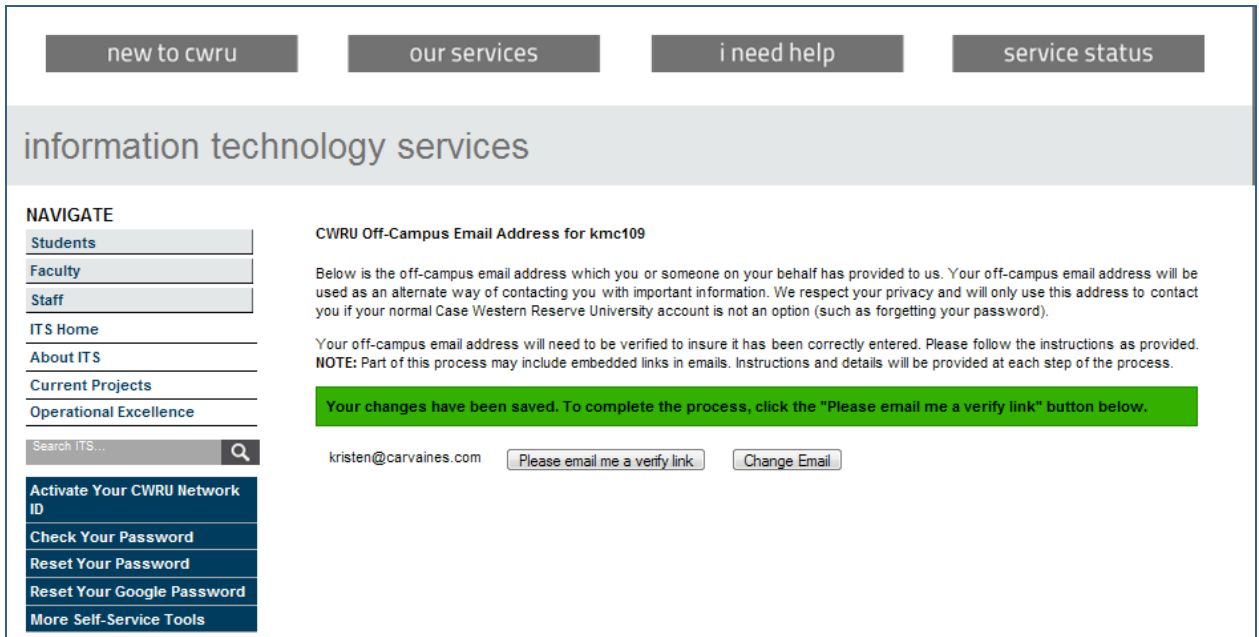
If you have already activated your CWRU ID but do not have an alternate email address on file, you may enter one by visiting <https://its-services.case.edu/my-case-identity/external-email/edit>

1. Enter the desired alternate email address and click, **“Enter my Address.”**



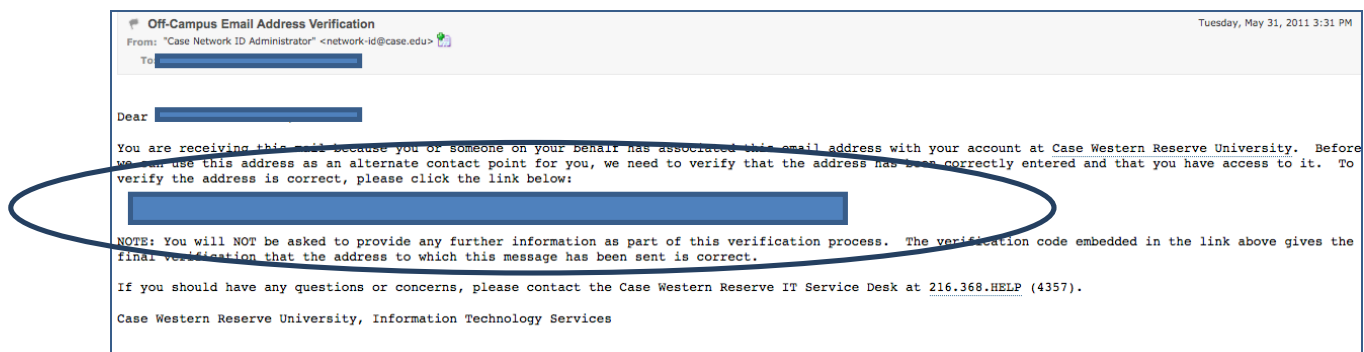
The screenshot shows the Case Western Reserve University ITS website. At the top, there is a navigation bar with links for Home, Apply, Give, Visit, and Find, along with a search bar. Below this is a secondary navigation bar with buttons for 'new to cwr', 'our services', 'i need help', and 'service status'. The main content area is titled 'information technology services'. On the left, there is a 'NAVIGATE' section with links for Students, Faculty, Staff, ITS Home, About ITS, Current Projects, and Operational Excellence. Below this is a search bar for ITS. The main content area is titled 'CWRU Off-Campus Email Address for rats' and contains the following text: 'Please supply us with an off-campus email address for your account. We use your off-campus email address as an alternate way of contacting you with important information if you ever have difficulty accessing your normal Case email account, such as if you should forget your password. We have you verify the address before we use it to make sure that the address has been correctly entered. If it has not yet verified, you will see a button which clicking will cause an email to be sent to the off-campus address. Clicking the link in the email will take you to a page that will mark the address as verified and ready for use. We respect your privacy and will only use this address as a way of contacting you when doing so through your normal Case account is not an option. Email to this address will from time to time contains links to our web pages but such email will only be sent at your request, typically by clicking a button that says "Please send me a link..." or something similar.' Below this text is an 'Email:' label followed by an input field and an 'Enter my address' button. At the bottom of the page, there is a footer with copyright information, ITS information, CWRU ITS Social Networks (Facebook), and a link to translate the page.

2. If the email address entered is correct, click, **“Please email me a verify link.”**



The screenshot shows the 'information technology services' portal. At the top are navigation buttons: 'new to cwrU', 'our services', 'i need help', and 'service status'. Below is a 'NAVIGATE' menu with links for Students, Faculty, Staff, ITS Home, About ITS, Current Projects, and Operational Excellence. A search bar is present. The main content area is titled 'CWRU Off-Campus Email Address for kmc109'. It contains text explaining the off-campus email address and a note that it needs to be verified. A green box highlights the message: 'Your changes have been saved. To complete the process, click the "Please email me a verify link" button below.' Below this are two buttons: 'Please email me a verify link' and 'Change Email'.

3. You will receive an email from Case Network ID Administrator to the email address that you provided. Before associating the off-campus email with your account at Case Western Reserve University, you must verify the off-campus address by clicking the link within the verification email.



The screenshot shows an email titled 'Off-Campus Email Address Verification' from 'Case Network ID Administrator <network-id@case.edu>'. The email body says: 'Dear [redacted], You are receiving this email because you or someone on your behalf has associated this email address with your account at Case Western Reserve University. Before we can use this address as an alternate contact point for you, we need to verify that the address has been correctly entered and that you have access to it. To verify the address is correct, please click the link below: [redacted link]'. A blue circle highlights the link. Below the link is a note: 'NOTE: You will NOT be asked to provide any further information as part of this verification process. The verification code embedded in the link above gives the final verification that the address to which this message has been sent is correct.' The footer includes contact information for the Case Western Reserve IT Service Desk.

4. After clicking the link, you will receive a message indicating that your email address has been verified.