

## Mona Campus OneUWI Departmental Email Accounts

As part of The University of the West Indies' ongoing transition to the **OneUWI (uwi.edu) email platform**, MITS has completed the creation of **OneUWI Departmental Email Accounts for the existing uwimona.edu.jm departmental email addresses.**

### Key Updates

- The new OneUWI **departmental email address** in the format: [mona-OldDepartmentEmail@uwi.edu](mailto:mona-OldDepartmentEmail@uwi.edu) .
- **Automatic email forwarding enabled :**

OldDepartmentEmail@uwimona.edu.jm → mona-OldDepartmentEmail@uwi.edu

**This means that all emails sent to the traditional departmental address will be delivered to the new OneUWI departmental mailbox automatically.**

### Important Notes

- Access to the **original departmental email accounts** has **not been deprecated** at this time. Departments may continue to access existing emails on the **uwimona.edu.jm** system. Migration of historical email content will be carried out over time.
- **Designated departmental users on record at MITS, already have access to the new shared mailbox and can send emails using the departmental address.**
- Onboarding emails containing access details and user assignments have already been issued.
- The **“mona-” prefix** used in the OneUWI email address format and display name follows **UWI-wide policy**, allowing campus email addresses to coexist within the **uwi.edu** domain without conflict. Changes to departmental email addresses are permitted **provided the “mona-” prefix is retained.**

**Exemption to this policy is allowed for the UWI Regional/Center Departments/Sections/Units/Projects.**

### Need Changes or Assistance?

Requests to **add, remove, or update access** to departmental mailboxes, or to request changes to the email address or display name, should be submitted to the **MITS Helpdesk.**

*Please include:*

- The **OneUWI departmental email address**  
(*If unknown, provide the previous uwimona.edu.jm address or the username previously used to access the mailbox.*)
- The **Staff ID number(s)** and assigned **OneUWI email address(es)** of users requiring access
- The specific action requested (add access, remove access, or change details)
- **Approval from the Head of Department/Section/Unit** (required)

*Please note:*

- **Direct login** to OneUWI departmental mailboxes is **not permitted**. Access is provided via **shared mailbox access** using your staff email account.
- If forwarding from **uwimona.edu.jm** to **uwi.edu** does not appear to be working, please contact the **MITS Helpdesk.**