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The University of Arizona  
Health Sciences

## **Important notice regarding Banner email forwarding.**

**Aug. 6, 2018**

In order to protect patient privacy and adhere to regulatory requirements, as of August 31, 2018, Banner Healthcare will no longer allow forwarding of email from Banner to other addresses. In order to avoid any interruption in communication to clinical faculty, Banner has agreed to continue to allow forwarding of email to College of Medicine domains only, and allow an exception to those who currently forward to the UA's Office 365 environment. Banner and the College of Medicine, have instantiated secure connections to protect this information.

As part of the agreement to allow forwarding email from Banner, the College of Medicine and the UA central email system will no longer allow forwarding of email to accounts outside of the college servers. In discussions, this was the least disruptive solution while still protecting information.

Banner and the UA will work together towards a long-term option for securing email that will include the main UA email services. We currently expect that this timing will be near calendar year-end.

For College of Medicine issues or concerns, please submit a service request at <http://servicedesk.medicine.arizona.edu> or call (520) 626-8721, between the hours of 7:30AM and 5:30PM, Monday through Friday.

For Banner Health email account questions or issues, please contact their Service Desk by submitting an incident via Service Hub, or call (602) 747-4444.



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