I created an @<department>.ucsb.edu account, but it shows up as @ucsb.edu...

Issue

When you created your cs.ucsb.edu, or any other department account and send mail to others, it shows up as <ucsbnetid>@ucsb.edu when you send email out.

Resolution

This is due to the College of Engineering making use of the UCSB Connect Mail Service.

When your College of Engineering account is created, the UCSB Connect Account is created as part of the service.

UCSB Connect accounts, by default, will use <ucsbnetid>@ucsb.edu as the email address for their service.

When you use the UCSB Connect GMail Webmail, you can set composing emails to default to the proper address by doing the following:

1. Log onto your UCSB Connect Account through the Connect Web App
2. Click on the Gear icon in the upper right hand corner
3. Select Settings
4. From there, click on the tab that says Accounts and Import
5. In the section Send mail as: find the email address you wish to send as and click on make default.

For other mail clients, you will want to redo the account, making use of instructions mentioned here:

- Setting up Connect Account for Mail Clients
- Configuring Thunderbird to use UCSB Connect
- General IMAP Configuration Information for UCSB Connect Account
- General Recommendations for Mail Clients for UCSB Connect
- Configuring Apple Mail to use UCSB Connect

Note with regards to other Email Clients

Initially, you do not want to have the Email set as <ucsbnetid>@ucsb.edu, but the address it should be (IE: jdoe@cs.ucsb.edu)

The rest should use your <ucsbnetid>@ucsb.edu for username and use your ucsbnetid password for the password as the authentication.