

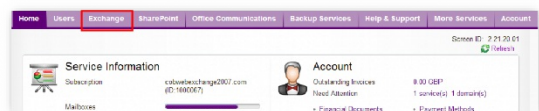
Enabling and Disabling Forwarding for Exchange 2013

Last Modified on 23/01/2020 11:50 am GMT

When you apply forwarding to a particular mailbox, any email sent to it via either the primary email address, an alias, or through a group, will be forwarded on to the specified recipient. You can choose whether a copy of the forwarded email is retained in the original mailbox or not.

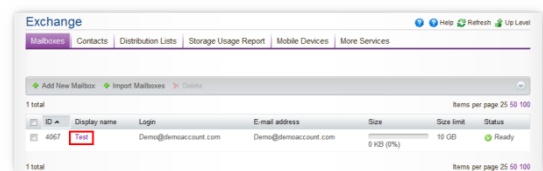
Apply Forwarding

1. Log in to the Control Panel with your reseller account (<https://controlpanel.hostedservices.com>) and then log in as the relevant customer.

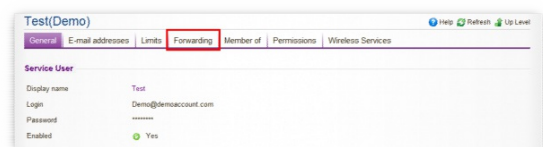


2. Select Exchange

3. Select the **Display Name** of the mailbox you wish to add forwarding to



4. Select the **Forwarding** tab



5. Select **Enable**

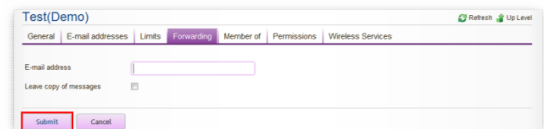
Note: If forwarding is already applied, select the **Change** button. You can also use the **Disable** button to stop forwarding from applying.

6. Enter the email address you want to

forward the emails to

7. Select **Submit**.

Note: There is an option to leave copy of messages. By selecting this a copy of all the emails forwarded will be left in the original mailbox. **This option must be ticked if you need the mailbox to still receive emails.**



The screenshot shows a web interface titled "Test(Demo)" with a navigation menu at the top containing "General", "E-mail addresses", "Limits", "Forwarding", "Member of", "Permissions", and "Wireless Services". The "Forwarding" tab is selected. Below the menu, there is a text input field labeled "E-mail address" and a checkbox labeled "Leave copy of messages". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Forwarding to Multiple Mailboxes

You cannot use this setting to forward a mailbox to multiple email address, only one address is allowed. If this is needed it would require creating a **Distribution List** and setting the account to forward to the Distribution List address.