

# Apply Mailbox Forwarding in Office 365

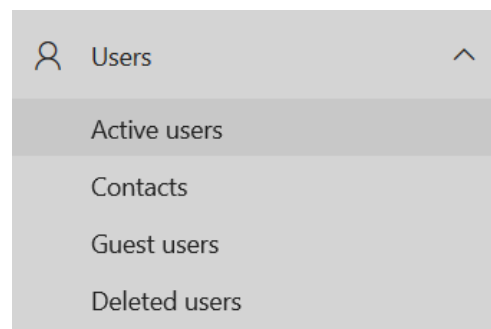
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At times, you may want to have another user receive a copy of a user's inbound emails, such as if a user goes on holiday or leaves the organisation. Applying mailbox forwarding allows the copy of those emails to be automatically forwarded to another user when they are received by Office 365.

**NOTE:** It is possible to forward to external email addresses, however if they apply **DMARC** checks to inbound emails, commonly used by free-mail domains such as outlook.com or gmail.com, these may get picked up as spam or blocked by that recipient.

## Apply Mailbox Forwarding

1. Log into the Microsoft 365 Admin Center using global admin credentials for the tenant:  
<https://admin.microsoft.com>



2. Go to 'Users > Active Users'
3. Select the user to apply forwarding from
4. Select the **Mail** heading
5. Under Email forwarding, select **Manage email forwarding**
6. Toggle the option for **Forward all emails sent to this mailbox**

### **Email forwarding**

None

[Manage email forwarding](#)

7. Enter the email address you want to forward to

Forward all emails sent to this mailbox  On

The mailbox owner will be able to view and change these forwarding settings.

Forwarding address \*

user@domain.com

8. If you don't want the original user to receive the emails, toggle the option for **Keep a copy of forwarded email in this mailbox**

Keep a copy of forwarded email in this mailbox  On

Save

Cancel

9. Press **Save**

Forwarding applied this way will be visible to the user in their Outlook on the Web settings. It is also possible for a user to [set their own forwarding within the Outlook on the Web application](#).