Forwarding Email from Your Exchange Mailbox

It has always been possible to arrange to forward emails either using rules from an email client (Outlook, OWA etc.) or from the backend. Unfortunately, the client methods tended to loss header information (such as the other recipients the original message had been sent to) and hence we generally suggested users contact us to put on backend based forwarding. Since upgrading to Exchange 2010, however, these issues no longer exist. Hence rather than putting complex backend changes in place, users will be encouraged to set up their own forwards and to manage them without the need to put in a service request.

There are 2 kinds of forwards – basic “forwards” which show the sender address as the forwarder rather than the original sender, and “redirects” which leave the original sender address in place. For most purposes redirects are the most appropriate.

Setting these up is very simple. What follows shows how to do this from OWA. Working from Outlook is in principle fairly similar, although the details differ (and also depend on version). Using OWA is the simplest!

**Note that the following procedure leaves a copy of the message in your Exchange mailbox.**

1. Open OWA and logon to your account.
2. Find the Options drop down list (top right corner ) and select “See All Options…..”

3. Select on LH side, “Organise Email”. “Inbox Rules” will then be shown. Choose “New” and from the drop down list “Create a New Rule for arriving messages..”
The New Inbox Rule window will open. Choose “More Options...”

Fill in the expanded window as follows:

for “When the message arrives, and:” choose [Apply to all messages]
for “Do the following;” choose Redirect the message to...

The Address Book window will appear. You can
- Choose from an address list, or type an address in the To -> field (as in the example)
- Put in more than one recipient, seperated by semicolons.
Click okay to close the Address Book window.

Finally give the rule a name, and save it.