

How do I set up email forwarding?

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There are two forms of email forwarding available – individual email forwarding and catch-all email forwarding. **Individual Email Forwarding** With individual email forwarding, you can create an email address that does not have a mailbox, or apply forwarding to an existing mailbox. If you create a forwarding email address without a mailbox, the emails will go to the preferred email. Example: You set up the forwarding email address bob@bobson.com and point it to bob.bobson@your-domain.com. When you send an email to bob@bobson.com, it will automatically forward to bob.bobson@your-domain.com. If you create a forwarding email address for an existing mailbox, the emails will go to the existing mailbox and the preferred email. Example: You set up the mailbox bob@bobson.com and also use that as a forwarding email address that points to bob.bobson@your-domain.com. When you send an email to bob@bobson.com, it goes both to bob@bobson.com and bob.bobson@your-domain.com. You can forward one address to up to 10 different addresses. To set up email forwarding for domains that do not have hosting attached: Log into your Domain Control Panel Click ‘Email Forwarding’ Enter in the email address you wish to forward Enter in the email address you want to receive the emails Click ‘Update Now’ Your forwarding will now be set up To set up email forwarding for domains that have hosting attached: Log into your eXtend Control Panel Click ‘Forwarding’ under ‘Email’ Enter in the email address you wish to forward Enter in the email address you want to receive the emails Click ‘Create’ Your forwarding will now be set up All forwards can take up to an hour before it receives and forwards the emails on. **Catch-All Email Forwarding** With catch-all email forwarding, emails will only forward if there isn’t an existing mailbox or forward in place. Example: You set up the mailbox bob@bobson.com, and a catch-all email forwarding that points to bob.bobson@your-domain.com. When you send an email to bob@bobson.com, it goes to bob@bobson.com. But when you send an email to sales@bobson.com, it goes to bob.bobson@your-domain.com. To set up catch-all email forwarding: Log into your eXtend Control Panel Click ‘Catch-All Forwarding’ Under ‘Add a New Catch All Forwarding Address’, enter in the email address you want the emails to go to Click ‘Create’ The catch-all forwarding is now set up If you already have email addresses or forwarders set up for your first domain name, those accounts will accept the email first before the catch-all gets them. There is also Wild Card Forwarding, where emails sent to one domain will be sent to similar email addresses on your other domain. Example: You set up a wild card email forwarding for all your-domain.com emails. An email to bob.bobson@your-domain.com would be forwarded to bob.bobson@your-other-domain.com. And the email to jane.janeson@your-domain.com would also go to jane.janeson@your-other-domain.com. To set up catch-all wild card forwarding: Log into your eXtend Control Panel Click ‘Catch-All Forwarding’ Under ‘Add Wild Card Forwarding Address’, enter in the domain name you want the emails to go to Click ‘Create’ The catch-all forwarding is now set up It can take an hour for your new catch-all forwarding address to receive emails. Please make certain you can check emails at your domain name for that brief period to ensure that you do not miss anything important.

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