

## Why are the email forwards for my domain failing?

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If you have set up email forwards for your domain name, but the emails are not being passed on to the right account, there are a few possible reasons and solutions. Check the bounce-back messages you receive for the error and description provided.Â This will usually give you an idea of what you need to fix, such as a misspelled email address. If it is not something you can easily fix, try creating a mailbox for the email address you have been using as a forwarder. This does mean that emails will not automatically forward, but will be in the address's inbox. So, for example, if you were using jane@this-domain.com as a forwarder to jane@that-domain.com, and you created a mailbox for jane@this-domain.com, any emails sent to jane@this-domain.com would not forward automatically to jane@that-domain.com, but would, instead, be in the inbox at this-domain.com. You can then send an email from your new mailbox, and see if you receive that email. If this is the case, your mail provider may be rejecting or delaying forwarded email as part of their spam filtering process. This is not something we have control over. You can maximise your chances of getting the messages delivered, however, by setting up an SPF record on your domain.

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