

# Email: How do I forward e-mail in OnSite?

The e-mail forwarding feature allows you to forward e-mail from one address to another. You can create a new address and forward it, or forward a pre-existing e-mail addresses.

To set up a new e-mail address @yourdomain.com and have it forward to another account, log on to the OnSite control panel (<http://my.modwest.com>) as the administrative user and click on the 'Mail forwarding' link. In the 'When mail is sent to' field, type in the address. In the 'Forward it to this email address' field, type in the address you are forwarding to. Please note this only works if the e-mail address has not already been set up. If it has already been set up, you will get an error that says: The address youraddress@yourdomain.com delivers directly to a mailbox. If you want to change it to forward to another email address, first remove it from the Mailboxes page.

To forward a pre-existing e-mail address to a different account, log on to the OnSite control panel (<http://my.modwest.com>) as the administrative user. Under the 'E-mail' tab, select 'Mailboxes & addresses'. You will see a box titled 'Mailboxes'. In the 'Addresses' column, find the address you would like to forward. Click the 'Edit' button and delete the address. Make sure there are no spaces or tabs left. Click the 'Submit' button.

Now, select the 'Forwarding' link to the left of the page. Type in the e-mail address you would like to forward (the one you just deleted). In the 'Forward it to this email address' field, type in the address you are forwarding to.

Unique solution ID: #298

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Last update: 2017-06-15 12:52