Setting a forwarding rule for Faculty/Staff email

Email Guides

This guide covers how to create a rule to forward email from your SU account to another account using Outlook and Outlook WebAccess.

FORWARDING VS. REDIRECTING

There are two methods of forwarding your email from your SU account to an external email account: forwarding and redirecting.

- When a message is forwarded using **Message Forwarding**, the rule adds the prefix FW: to the subject line, changes the message formatting, and forwards the message to the account designated. The external email address sees that the message is from your SU address, and a copy of the message is left in your Inbox (unless deleted by another rule).
- When a message is redirected using **Message Redirection**, the rule sends the message unchanged to the account designated. The external email address sees the message as if it came from the original sender. A copy of the message is left in your Inbox (unless deleted by another rule).

CREATE A FORWARDING RULE USING OUTLOOK

- Click the **File** tab.
- With **Info** selected on the left side navigation bar, click **Manage Rules and Alerts**.
- In the **Rules and Alerts** window, click **New Rule**.
- Under Step 1: Select a template, select **Apply rule on messages I receive** from the **Start from a blank** section and then click **Next**.
- Under **Step 1: Select condition(s),** select any conditions you want the incoming message to match. If you want it to apply to all incoming mail, click **Next** and then click **Yes** to confirm.
- Under **Step 1: Select action(s),** select one of the following:
  - **Forward it to people or public group**
  - **Forward it to people or public group as an attachment**
  - **Redirect it to people or public group**
  You may also wish to add other actions, such as "**delete it**" or "**move it to the specified folder**" depending on how you manage your mailbox.
- Under **Step 2: Edit the rule description (click an underlined value),** click "**people or public group**".
- Enter your external email address in the **To** field at the bottom of the window and click **OK**.
- Click **Next**.
- In **Are there Any Exceptions**, check any exceptions in **Step 1: select exceptions (if necessary)** and specify them in **Step 2: Edit the rule description (click an underlined value)** if desired; otherwise, click **Next**.
- Give the rule a name and click **Finish**.

TO TURN OFF THE RULE:

- Click the **File** tab.
- With **Info** selected on the left side navigation bar, click **Manage Rules and Alerts**.
- Uncheck the rule and click **OK**.

- Log into Outlook Web App at http://webmail.salisbury.edu. Make sure **Use the light version of Outlook Web App** is unchecked.
  - Please note, you cannot set a rule in the Light version of Outlook Web App.
- In Outlook Web App, select **Options>Create an Inbox Rule**.
- On the Inbox rules tab, select **New**.
- In the drop down menu for **When the message arrives, and:** select one of the options or choose **[Apply to all messages].**
- Click **More Options**.
- In the drop down menu for **Do the following:** choose **Forward, Redirect or Send** and then choose one of the following:
  - **Redirect the message to…**
  - **Forward the message to…**
  - **Forward the message as an attachment to…**
- Enter the destination email address in the **To:** field at the bottom of the window and click **OK**.
- In the **Name of the Rule** box give the rule a name.
- Click **Save**.

TO TURN OFF THE RULE

- Log into Outlook Web App at http://webmail.salisbury.edu. Make sure **Use the light version of Outlook Web App** is unchecked.
  - Please note, you cannot set a rule in the Light version of Outlook Web App.
  - If you also use Outlook 2010 on your office computer, then it is recommended to use Outlook 2010 to turn off rules. Using Outlook Web App to turn off rules may affect all rules on your account.
- In Outlook Web App, select **Options>Create an Inbox Rule**.
- Uncheck the rule you created.
- You may get a warning that **using Outlook Web app to modify your rules will delete any rules that were previously turned off using Outlook. If you want to preserve the rules you turned off using Outlook, select "No" and use Outlook to edit your rules. Are you sure you want to proceed?**
  - If you only use Outlook WebApp to check your mail, click **YES**.
  - Otherwise, it is recommended you choose **NO** and then use the instructions in the **Create a Forwarding Rule Using Outlook 2010** above to turn off the rule.