

Office 365 Forward User's Email

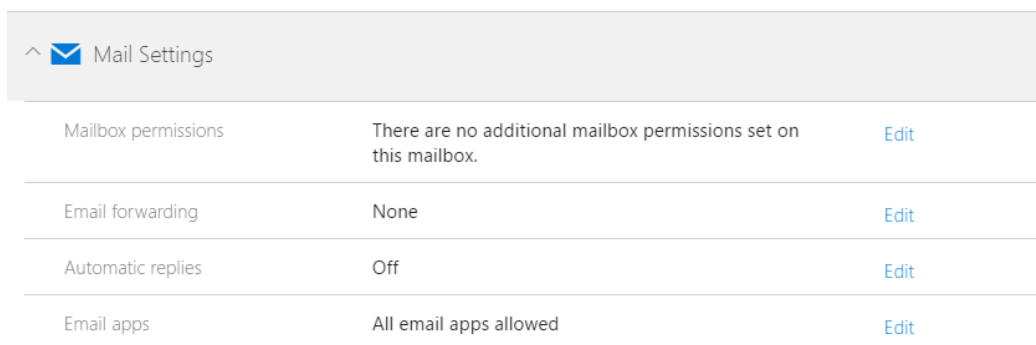
OFFICE 365 FORWARD USER'S EMAIL

Cause:

A user is no longer active at site location, and a forwarding email needs to be set up

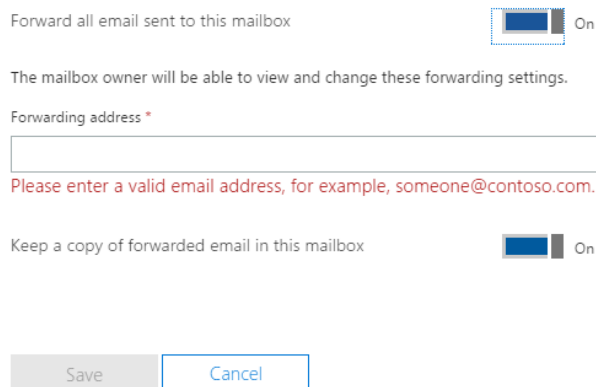
Resolution/Things to Check:

1. Log into the portal as the admin.
2. On the left under the users option, select Active users
3. Then select the user that you are forwarding the emails for, this will bring up a edit box on the right with a Mail Settings option
4. Click on Mail Settings, and an extension of that section will drop down



Mail Settings		
Mailbox permissions	There are no additional mailbox permissions set on this mailbox.	Edit
Email forwarding	None	Edit
Automatic replies	Off	Edit
Email apps	All email apps allowed	Edit

- 5.
6. Then select edit to the right of "Email Forwarding"
Email forwarding



Forward all email sent to this mailbox On

The mailbox owner will be able to view and change these forwarding settings.

Forwarding address *

Please enter a valid email address, for example, someone@contoso.com.

Keep a copy of forwarded email in this mailbox On

Save Cancel

7. Then enter the email address you want to forward the emails to, and click save.
8. You have now forwarded the emails.