Forward email to another email account

https://support.office.com/en-us/article/Forward-email-to-another-email-account-1ed4ee1e-74f8-4f53-a174-86b748ff6a0e

Applies To: Office 365, Outlook Web App for Office 365, More...

Start or stop forwarding email sent to Office 365 or to another Microsoft Exchange-based email service by changing settings in Outlook Web App.

Use forwarding settings in Outlook Web App to automatically forward all email sent to your Office 365 or other Microsoft Exchange-based account to another account.

Use settings in Outlook Web Access to automatically forward all email sent to your Office 365 or other Exchange-based email service to another email service. Follow the steps in this article to learn how to set up forwarding in Outlook Web Access. If you'd like to learn about setting up forwarding using Inbox rules in Outlook Web Access or in Outlook 2013, see What else do I need to know?

NOTE: If you don’t see the Forwarding option on the Accounts page, you can’t set up forwarding using the steps in this article. For more information, see What else do I need to know?

Set email forwarding for your account

1. Sign in to Outlook Web App. For help, see Sign in to Outlook Web App.
2. At the top of the page, choose Outlook (or Mail). Or, choose the app launcher > Mail.

3. At the top of the page, select Settings > Options, and then select one of the following:
   - Account > Connected accounts

   OR

   - Mail > Accounts > Forwarding

4. Do one of the following, depending on the options you see:
Under **Forwarding**, enter the email address you want to forward your Outlook Web App email to, set or clear the **Keep a copy of forwarded messages** check box, and then select **Start forwarding**.

OR

Select **Start forwarding**, enter the email address you want, set or clear the **Keep a copy of forwarded messages in Outlook Web App** check box, and then select **Save**.

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### Stop email forwarding

1. In Outlook Web App, select **Settings** > **Options** > **Account** > **Forwarding** (or **Mail** > **Accounts** > **Forwarding**).
2. Select **Stop forwarding**.

### Change email forwarding settings

After you’ve set up email forwarding, you may want to change the address your email should be forwarded to. You may also want to change the setting for keeping a copy of your email in your mailbox.

1. **Sign in to Office 365** with your work or school account.
2. At the top of the page, choose **Outlook** (or **Mail**). Or, choose the app launcher > **Mail**.
3. At the top of the page, select Settings > Options, and then select one of the following:
   - Account > Forwarding
   OR
   - Mail > Accounts > Forwarding
4. Do one or both of the following:
   - To change the email address your mail should be forwarded to, in the Forward my email to box, edit the email address.
   - To change the setting for keeping a copy of messages in your mailbox, select or clear the Keep a copy of forwarded messages check box.
5. Select Save.

What else do I need to know?

- If you don’t see the Forwarding tab under Accounts, forwarding may not be available for your account. You may be able to set up forwarding using Inbox rules. For more information, see Use rules in Outlook Web App to automatically forward messages to another account.
- If you keep a copy of forwarded messages, you should check your Outlook Web App account regularly to make sure you haven’t exceeded your mailbox size limit. If the size limit is exceeded new messages may not be forwarded.
- Connected Accounts and Forwarding aren’t meant to be used at the same time. Use Connected Accounts when you want email that’s sent to other accounts that you own to be delivered to Outlook Web App. Use Forwarding to have email that’s delivered to your Outlook Web App account be forwarded to other accounts. For more information, see Connect email accounts in Outlook on the web.
- You can also set up forwarding using Inbox rules in Outlook Web App. When you use Inbox rules to set up forwarding, you have access to advanced options, including the option to forward your email to more than one email address. For more information, see Use rules in Outlook Web App to automatically forward messages to another account.
- For information about how to set up forwarding using Inbox rules in Outlook 2013, see Forward messages automatically with a rule.