How to Forward Email to an External Account Using Outlook and Entourage Rules Wizard

For Macintosh computers we only support Entourage.

Outlook 2010

1. Log into Outlook 2010
2. In Outlook, click the **File** tab then click the **Mange Rules & Alerts** button
3. Within the Rules Wizard window, under the **Start from blank rule** section, click **Apply rule on messages I receive**, click Next.
4. Do not check any options but click **Next**. You will see a pop-up, saying “This rule will be applied to every message that you receive. Is this correct?” – click Yes to accept
5. Under the question, **What do you want to do with the message?** Choose “redirect it to people or public group”. The Forward option may be used, but redirect is almost always the better choice.
6. Click on the blue, underlined “people or public group” in the “Step 2” section of the rule window. Enter the email address to forward to in the lower “To” field of the next window. Click OK. Before clicking “Next” see note.
   **Note:** The redirect action only forwards a copy of the incoming mail to the specified destination. The original message will remain in your University Inbox. To avoid a buildup of forwarded/redirected mail in your Inbox, it is recommended that you also check the **delete it** option within your rule. This will only delete the University copy of the message and not affect the forwarded copy. (Do not check the “permanently delete it” option as this option is a client only action and requires Outlook to be running for it to work.)
7. If you have any exceptions, add them accordingly, otherwise click Next and Finish.
   **Note:** Choosing to redirect email will forward the email with the original senders name in the from field display, however choosing the forward option will display the forwarding recipients name in the “From” field rather than the original sender. Additionally, both methods will also keep a copy on the Exchange server and therefore it is the recipients responsibility to purge the emails on occasion otherwise the users Exchange mailbox will fill up and mail will no longer be forwarded.

Outlook 2007

8. Log into Outlook
9. In Outlook, go to **Tools, Rules and Alerts**.
10. Under the **Email Rules tab**, click the **New Rule** button
11. Within the Rules Wizard window, under the **Start from blank rule** section, click **Check when messages arrive**, click **Next**
12. Under **Which condition(s) do you want to check**, click **Next**. You will see a pop-up, saying “This rule will be applied to every message that you receive. Is this correct?” – click Yes to accept
13. Under the question, **What do you want to do with the message?** Choose “redirect it to people or distribution list”. The Forward option may be used, but redirect is almost always the better choice.
14. Click on the blue, underlined “people or distribution list” in the “Step 2” section of the rule window. Enter the email address to forward to in the lower “To” field of the next window. Click OK. Before clicking “Next” see note.
   **Note:** The redirect action only forwards a copy of the incoming mail to the specified destination. The original message will remain in your University Inbox. To avoid a buildup of forwarded/redirected mail in your Inbox, it is recommended that you also check the **delete it** option within your rule. This will only delete the University copy of the message and not affect the forwarded copy. (Do not check the “permanently delete it” option as this option is a client only action and requires Outlook to be running for it to work.)
15. If you have any exceptions, add them accordingly, otherwise click **Next** and Finish.

**Note:** Choosing to **redirect** email will forward the email with the original senders name in the from field display, however choosing the **forward** option will display the forwarding recipients name in the “From” field rather than the original sender. Additionally, both methods will also keep a copy on the Exchange server and therefore it is the recipients responsibility to purge the emails on occasion otherwise the users Exchange mailbox will fill up and mail will no longer be forwarded.

### Entourage 2004, 2008

1. Log into Entourage
2. On the **Tools** menu, click **Rules**.
3. Click the **Mail** tab for the type of account you have configured (IMAP or Exchange)
   **Note:** Not sure which type of account you have? You can find out by clicking **Accounts** on the **Tools** menu — on the **Mail** tab, the name of the account is followed by the account type.
4. Click **New**.
5. In the **Rule name** box, type a name for the rule.
6. Under **If**, make sure **All Messages** is set
7. Under the **Then** section, click on the Change status option
8. Choose the action to Redirect or Forward

**Creating a rule that has more than one action**

**Add a second action to the rule**

1. On the **Tools** menu, click **Rules**.
2. Double-click the rule you just created.
3. Under **Then**, click **Add Action**.

**Applying rules**

After you create a rule and save it, Entourage applies the rule to incoming or outgoing messages that meet its criteria. If you decide you don't need a rule, you can delete it. And if you want to temporarily prevent a rule from being applied, you can simply disable it. That way, you can easily use the rule again without having to re-create it.

**Enable or disable a rule**

1. On the **Tools** menu, click **Rules**.
2. Click the tab for the type of rule you want to enable or disable.
3. In the **Enabled** column, select or clear the check box next to the rule.