# How do I forward mail in Outlook?

## Instructions

1. Start the Exchange client (Outlook or Exchange 5.0).
2. From the "Tools" menu, select "Inbox Assistant".
3. Click the "Add Rule" button.
4. Leave the "From" field blank. This will fire the rule for all incoming messages.
5. Select the "Delete" action if you will not be reading mail in Exchange. This will move the messages to the Deleted Items folder after forwarding them.
6. Select the "Forward" action and enter the email address where you would like to forward mail (i.e. lance@system.ucs.indiana.edu).
7. Now you must choose the "Forward Method". UCS recommends that you use either the "Leave message intact" method or the "Insert message as an attachment" method.
8. If you choose the "Leave message intact" method, mail will arrive at the destination as if it came from the original sender. This is desirable, however there is a catch. In the current version of Exchange Server (5.0), there is a known problem with this method. Here is an example which describes the problem: if the original sender sent the message to you and five other recipients, when the message was forwarded it would appear as though it were only sent to you (you would not see the five other recipients).
9. If you believe the problem described above will affect you, then UCS recommends using the "Insert message as an attachment" method. Using this method, messages that are forwarded appear to come from yourself. However, attached is the original message in its entirety including all original recipients. If you are using Pine, the attached message is displayed on your screen without further action being required.
10. The final step is to click the "Check Names" button. If Exchange understands the email address you entered on the "Forward" line, it will underline the address. If Exchange does not understand the address, the address book will be displayed for further clarification.
11. Here is an example of how a complete forward rule should look:
12. When you are satisfied with the rule, click the "OK" button. Exchange will warn you that this rule will fire for all incoming mail. Choose "Yes".
13. Now that you have defined a new rule, your Inbox Assistant screen should look like this example.
14. Click the "OK" button to save the rule. You have completed all necessary steps for forwarding mail.