

Mail Forwarding

Setting up mail forwarding rules (aliases)

To create and edit mail forwarding rules (aliases), go to **Mail Relay -> Rules -> Forwarding**.

Mail aliases differ from mailboxes in that they do not require logins and passwords. They are assigned to a mailbox and serve as its copy with a different name, or, in case of assigning an alias to several mailboxes, we can say that alias is a group of mailboxes or a mailing group. Mail incoming to the alias is automatically forwarded to all real mailboxes associated with this alias. You can omit part of the address `@yourdomain.com` when creating rules if the mailbox is located on the SafeUTM mail server. If the redirection is done to any mailbox in another domain on the Internet, then the mailbox that is registered in the **Recipient** field must actually exist.

Examples:

- Create an alias `manager@yourdomain.com` for the mailbox of your company's manager for communications with customers and partners, whose real mailbox is `r.johnson@yourmaildomain.com` :

Rules

Forwarding

Permitted addresses

Forbidden addresses

Editing a forwarding rule

Recipient

manager

Forwarding addresses

r.johnson

Add address

Save

Cancel

- Create a corporate alias for the sales department `sales@yourmaildomain.com` so that mail is forwarded to all employees of this department:

Rules

Forwarding

Permitted addresses

Forbidden addresses

Editing a forwarding rule

Recipient

Forwarding addresses



Forwarding addresses



Add address

Save

Cancel

- Create a temporary alias for forwarding the mail of an employee on vacation `r.johnson@yourmaildomain.com` to his colleague's mailbox `j.smith@yourmaildomain.com` with mail saved in the mailbox `r.johnson@yourmaildomain.com`:

Rules

Forwarding

Permitted addresses

Forbidden addresses

Editing a forwarding rule

Recipient

Forwarding addresses



Forwarding addresses



Add address

Save

Cancel

- Create alias `ceo@yourmaildomain.com` , which will forward mail to a real mailbox `ceo@gmail.com`:

Rules

Forwarding

Permitted addresses

Forbidden addresses

Editing a forwarding rule

Recipient

Forwarding addresses

Add address

Save

Cancel

After creating all the rules, we got this list:

Rules



Forwarding

Permitted addresses









Forbidden addresses

+ Add

Rows per page: 10

1-4 of 4



Recipient	Forwarding addresses ↑	Operations
ceo	ceo@gmail.com	 
sales	j.smith r.johnson	 
r.johnson	j.smith r.johnson	 
manager	r.johnson	 

Let's describe how mail will work with such forwarding rules:

Emails coming to a non-existent mailbox (alias) `manager@yourdomain.com` will appear in the real one `r.johnson@yourmaildomain.com`. There is also an alias for the sales department `sales@yourmaildomain.com` which does not store letters itself. This is convenient if there is information for the sales department that needs to be distributed to each employee. All the same, can be done if you just specify all recipients in the letter, but using an alias is much more

convenient. Also, an employee with an email address `r.johnson@yourmaildomain.com` is now on vacation and all the mail coming to his mailbox is duplicated to `j.smith@yourmaildomain.com`. The last rule allows the CEO to receive mail not to the corporate mailbox, but to their personal one on Gmail.

The alias is not a valid mailbox. You cannot connect to it with an email client using a username and password, as in a regular email account. Thus, creating aliases does not increase the maximum possible number of real mail accounts on SafeUTM, which is equal to the number of user accounts in the license you purchased.

Revision #5

Created 27 August 2022 19:11:35 by Val Redman

Updated 13 October 2022 16:04:24 by Val Redman