Add and Remove Forwarding Address

Navigation
Exchange Departmental mailboxes can be Unified voicemail enabled. Messages may be forwarded to external email addresses or MCommunity e-mail groups. In this case, create a contact and set forward for the mailbox using the contact.

Steps to be taken:
- Create a Contact
- Set Forwarding for User Mailbox

Create a Contact
1. Open Exchange Management Console (EMC).
2. Set the Recipient Scope to view the entire Exchange forest.
3. Right-click on Mail Contact and click New Mail Contact.
4. Select **New Contact** and click **Next**.

![New Mail Contact](image)

5. Select **Specify the organizational unit rather than using a default one**.

6. Click **Browse** and select the user's OU.

![New Mail Contact](image)

7. In the First name and Last name boxes, type the first and last names. In the Alias box, type *itcsfwd-uniqname*, where uniqname is replaced with the user's uniqname.

**Note:** If the uniqname doesn't make sense, you can use some other identifier as long as it begins with *itcsfwd-* and can be traced back to the user or department that requested it.
8. Click **Edit**.

9. Enter a valid e-mail address or group. MCommunity User E-mail addresses are set to uniqname@mail.umich.edu and group addresses are set to Groupname@umich.edu. External addresses such as name@gmail.com are in the format they should be in.

**Note:**

- If the group is an Exchange group or departmental mailbox, then no contact needs to be created. Forwarding can be set to the Exchange group or departmental mailbox alias.
- Exchange is one for one mapping, so only one forwarding address can be enabled within the server. If multiple addresses need to be copied then users need to set a rule within the mailbox.

10. Click **Next**.

11. Click **OK**.
12. Click **New**.

13. Click **Finish**.
14. It is necessary to hide the contact from the Global Address List (GAL).
   a. Find the Contact and open Properties.
   b. Select **Hide from Exchange address lists**.
   c. Click **OK**.

**Forward Mailbox using the Contact**

*Note*: This is the same as “Set Forwarding to Email for Departmental mailboxes” except you are forwarding using the new Contact you created.

15. Right-click the user from EMC and click **properties**.
16. Click the **Mail Flow Settings** tab, and then click **Properties**.

17. Select **Forward to** then click **Browse**.

18. Type the name of the Contact and then select **Find Now**.
19. Select the Contact, and then click OK.

![Image of Select Recipient - Entire Forest dialog box]

**Note:** If you cannot find the Contact, make sure the Recipient Scope is set above the OU where the Contact was created.

20. Select **Deliver message to both forwarding address and mailbox**, and then click OK twice.

![Image of Delivery Options dialog box]

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Un-forward a user object from contact

1. Search for the user or contact.
2. Right-click on the user or contact and click **Remove**.

**Note:** If the user has a contact as the forward to: **Remove the Contact**. (DO NOT REMOVE USER OBJECT) This disables forwarding for all users with the deleted contact.

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