

Common Setup Questions

- [How to Set Up a Forward and Delete Rule](#)

How to Set Up a Forward and Delete Rule

A "forward and delete" rule is a way to automatically send all incoming messages to a different email address while instantly discarding the original copy. This keeps your webmail inbox completely empty, saving storage space while ensuring you never miss a message.

Common Use Cases

- Centralizing your inboxes: If you prefer to read and manage all your emails from a single personal account, this rule sends everything there and keeps your server space clean.
- Connecting to CRM or Ticketing Systems: Support and sales teams often route emails directly into a software platform. Deleting the local copy prevents your mailbox from filling up with duplicate support tickets.
- Managing former employee accounts: When a team member leaves, you can forward their incoming mail to a manager to ensure continuity, while discarding the local copy to avoid hitting mailbox storage limits.
- You are phasing out an old mailbox but still want to receive messages sent to it

Step-by-Step Setup Guide

Follow these steps to configure your rule:

Create a new rule

1. Access your dashboard: Log in to your [User Panel](#) using your full email address and password.
2. Open your rules: Click the Delivery Rules icon on your dashboard.
3. Start a new rule: Click the New Rule button.
4. Name it: Enter a unique name for your rule and click Add Rule. Please use underscores or hyphens instead of spaces.
5. Open the editor: Click the pencil icon next to your new rule to define what it does.

Define the Condition

Conditions tell the system which emails to pick up. Since you want to forward all emails sent to you, we will set it to look for your email address.

1. Click New 'AND' Condition.
2. Set the Match Field to "To".
3. Set the Condition to "contains".
4. Enter your current email address in the Term box.
5. Click Add Condition.

Choose Your Actions

Actions tell the system what to do with the messages it finds. You will need to **add two actions for this setup**.

1. Click Deliver to E-mail. Enter the destination email address where you want the messages to go.
2. Click Delete. This ensures the original message is automatically discarded from your inbox.

Enable Your Rule

New rules are created in a **Disabled** state to prevent unfinished rules from running.

1. Look for the **Status** indicator at the top of the editing screen.
2. Click the red DISABLED label to toggle it to the green ENABLED state.
3. Click Save Rule at the bottom of the page to finalize your settings.

Explore More Delivery Rules

Forwarding and deleting is just one way to keep your inbox organized. You can also use delivery rules to filter newsletters, flag VIP clients, or set up automatic out-of-office replies.

To explore all the available conditions, actions, and advanced automation tips, check out our comprehensive guide: [Manage Your Incoming Email Rules](#).