

# Verify Mail Forwarding (Aliases) for DC Metro, IL, MA, NY and PA- Article no. 1290

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## Resolution Steps

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1. Check the Username on the **Cable Diag** page in [Webtools](#)
  - Check the **Mail Forwarding** section for any addresses under the **Source** and **Target** headers
    - When addresses appear, mail forwarding exists
  - Go to [Usertools](#) to remove any **unwanted forwarding**
2. Check **Webmail** for **Message Filters**
  - **Login** to [Webmail](#) with the correct username / password
  - Click the **Preferences** tab

- Click **Filters** in the left sidebar
- Remove any **Incoming Message Filters** that are forwarding mail *away* from Webmail

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