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

Resolution Steps

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

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=424