Confirm Email Forwarding for DC Metro, IL, MA, NY and PA- Article no. 1873

Resolution Steps

- Usertools forwards mail at the **server level**
    - Mail is diverted **away** from the email account it was sent to and **never reaches it**
    - It mails **only** to the **forwarding** account
    - To send a copy to the **regular** account, **turn off** forwarding
    - Then, forward a copy to the **desired** account, **from** the account it was forwarded to
- Webmail forwards mail at the **account level** and **leaves a local copy** in the mailbox
    - Setup to **Forward** or **Forward and Leave a Local Copy** in

the **Mail** preference

- Go to **Mail Preferences > scroll down to Receiving Messages > Forward a copy to**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=429