

## Forward settings

**Read carefully:** [Charles University GDPR - Guideline 3 – Use of private e-mail addresses](#) \* :

*“...**Only work e-mail accounts** under the “cuni.cz” (or “cerge-ei.cz”) domain **may be used for Charles University employees to send work e-mail messages** at Charles University, to send e-mail messages to students, and any other communication at Charles University, as well as sending e-mail messages to third parties.*

*With respect to the GDPR, **it is not admissible to use private e-mail accounts or accounts at other organizations to send work e-mail messages**, to communicate with students, to handle the official administrative agenda, etc. ...”*

*“... automatic forwarding from an e-mail account under the cuni.cz domain to another e-mail account of the employee is possible only if the organization managing the target e-mail account is one of the organizations specified ...”*

*“... the use of e-mail accounts outside the cuni.cz domain (or outside the domain of cooperating university hospitals, the Academy of Sciences, etc.) is problematic from the standpoint of cybersecurity.”*

*\*) Please note that the above GDPR guideline covers also **@cerge-ei.cz** domain as it is under the umbrella of Charles University network. Whenever '**cuni.cz**' is mentioned it means '**cerge-ei.cz**' too.*

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## Forwarding modes options and their impact

Please note that individual's email forwarding outside the CERGE-EI is not officially supported. Computer office cannot be responsible for any inconvenience or loss of the forwarded emails outside the institutional perimeter.

Any email forwarding set by the individual user is the sole responsibility of the respective user. It is important to understand that there is no practical way to investigate issues with delivery. Such investigation must be done at the recipient side (at targeted mailserver server) and it is up to the respective user to resolve the identified issue in cooperation with the target server's provider support.

Provided the above is understood, the user can set up redirection in two basic ways (options):

### Option A: Forward over filters (the recommended way)

Currently better working solution of redirecting messages is by setting an extra filter in user's mailbox (via webmail). An envelope sender of such redirected email is automatically set to have CERGE-EI email address so the email passes SPF check. ( [see below how to set it](#))

### Option B: General forward (old way - not recommended because of SPF restrictions)

Build-in redirecting message function meet your needs in case you are forwarding to the server which

trusts our mailservers. It may clash with security settings of the originating (sender) mail server and receiving (recipient) server. E.g. if strict [SPF rule](#) is set as the only precaution. ( [see below](#) how to set it)

Please be aware that this type of redirect to Google mailbox is not recommended due to non-deterministic behavior on Gmail end: In case sender domain has strict SPF rule set (to reject all servers but explicitly listed) Google randomly chooses between message delivering and not delivering! Note that this issue might be applicable to other cloud mail services at random.



**Do not combine Standard forward with Filters** unless you are pretty sure what you are doing. The standard forward precedes the filter processing. Even if you set "Remove a local copy of messages", Filters will not perform.

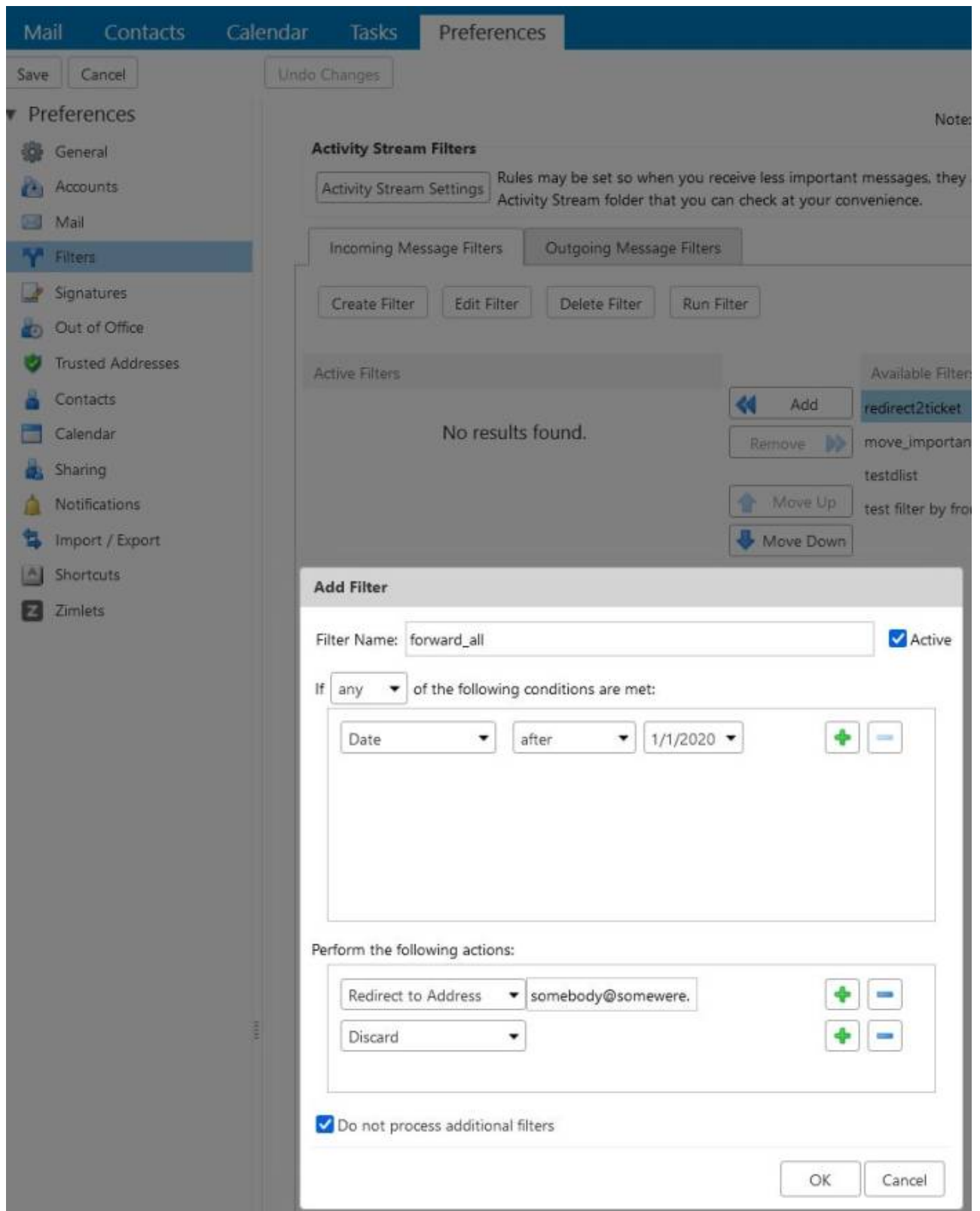
## How to set redirecting and related features

### Option A: Forward over Filters (detail)

- Open webmail <https://mail.cerge-ei.cz>, use your ordinary login and password.
- Find Preferences/Filters (see picture below)
- Create Filter: '**forward\_all**'
- Set condition: **always TRUE** (e.g. Date after 1/1/2020)
- Set **action: Redirect to Address: your\_external\_mailbox@somewhere**
- Keep on **[x] Do not process additional filters**
- Deal with **mailserver mailbox retention** (if Zimbra mailbox is full no forward is processed):
  1. if you **do not need to keep messages** in your cerge-ei mailbox - add **action: Discard**
  2. otherwise use the feature **"Keeping messages temporary"** at Zimbra mailbox settings
  3. or remember to **clean Zimbra mailbox regularly**.

### Hints & Advices

- Do not forget to **unchecked** "Do not keep a local copy"
  - if you do not plan to regularly clean the cerge-ei mailbox, see the section "Keeping messages temporary".
  - Do not forget to stop [standard redirecting](#)
- Do not create the loop. Do not set two redirects in opposite directions.



## Keeping messages temporary

- How to set the temporary keeping messages in INBOX see here [Zimbra retention/disposal setup](#)
- Do not forget to move any older necessary messages from INBOX to the another folder in advance.

## **Option B: - Standard redirecting of messages to external mailbox (detail)**

- Open webmail <https://mail.cerge-ei.cz>, use your ordinary login and password.
- Find Preferences/Receiving Messages, see picture
- Set your proper remote address, double check its correctness
- Save the settings, button in upper left corner

## **Hints**

- Do not forget to check “Do not keep a local copy” if you do not plan to regularly clean the cerge-ei mailbox
- Do not create the loop. Do not set two redirects in opposite directions.

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ContactsCalendarTasksPreferences

CancelUndo Changes

Preferences

General

Accounts

**Forwarding**

Filters

Signatures

Out of Office

Registered Addresses

Contacts

Calendar

Forwarding

Configurations

Import / Export

Shortcuts

Help

February 2017

T

W

T

F

S

31

1

2

3

4

7

8

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Displaying Messages

Check New Mail: 5 minutes

Display Mail: ☒ As HTML (when possible)  
☐ As Text

Message Preview: ☒ Display snippets of messages in email list  
☐ Double-click opens message in new window

Images: ☐ Display external images automatically in HTML Email

Reading Pane: ☒ Mark messages in reading pane as read immediately  
☐ Mark messages in reading pane as read after seconds  
☐ Do not mark messages in the reading pane as read

Message Selection: ☒ Select message below the deleted or moved message  
☐ Select message above the deleted or moved message  
☐ Select next message based on previous selections (moving up or down)

Message Color: ☐ Set color of messages and conversations according to tag color.

Default Mail Search: in:inbox

Receiving Messages

Message Arrival: ☐ Play a sound (requires QuickTime or Windows Media plugin)  
☐ Highlight the Mail tab  
☐ Flash the browser title  
☐ Show a popup notification

Forward a copy to:  
support@cerge-ei.cz  
☐ Don't keep a local copy of messages

From:  
<https://itinfo.cerge-ei.cz/> - CERGE-EI Infrastructure Services

Permanent link:  
[https://itinfo.cerge-ei.cz/doku.php?id=public:email:forward\\_settings&rev=1697540667](https://itinfo.cerge-ei.cz/doku.php?id=public:email:forward_settings&rev=1697540667)

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