

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.**

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 **uncheck** "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.

The screenshot shows the Zimbra web interface under the 'Preferences' tab, specifically the 'Filters' section. The left sidebar lists various preferences categories. The 'Filters' category is selected and highlighted in blue. The main content area is titled 'Activity Stream Filters' with a sub-section 'Activity Stream Settings'. Below this are 'Incoming Message Filters' and 'Outgoing Message Filters' buttons, with 'Create Filter' and 'Edit Filter' buttons. The 'Active Filters' section displays a message 'No results found.' and a list of available filters on the right. A modal dialog box is open in the foreground, titled 'Add Filter'. It contains a 'Filter Name' field with 'forward_all' and an 'Active' checkbox checked. The 'If' dropdown is set to 'any'. Below it is a condition builder with 'Date' set to 'after' and '1/1/2020'. The 'Perform the following actions:' section contains a 'Redirect to Address' dropdown set to 'somebody@somewhere.' and a 'Discard' dropdown. A checkbox 'Do not process additional filters' is checked. At the bottom are 'OK' and 'Cancel' buttons.

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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Contacts Calendar Tasks Preferences

Cancel Undo Changes

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:

Don't keep a local copy of messages

February 2017				
T	W	T	F	S
31	1	2	3	4
7	8	9	10	11
14	15	16	17	18
• 21	22	23	24	25

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

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