Email Forwarding (Forwarders) in cPanel: Send Mail From One Address to Another

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cpanel-email-forwarders/

In short In cPanel open **Forwarders** in the Email section and click **Add Forwarder**. Type the address to forward, pick the domain, enter the destination address and click **Add Forwarder**. You can also forward all mail for a whole domain to another domain.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-email-fwd-en.mp4?_=1

A customer asked: "I want a copy of sales mail in my Gmail on my phone, without changing anything for customers."

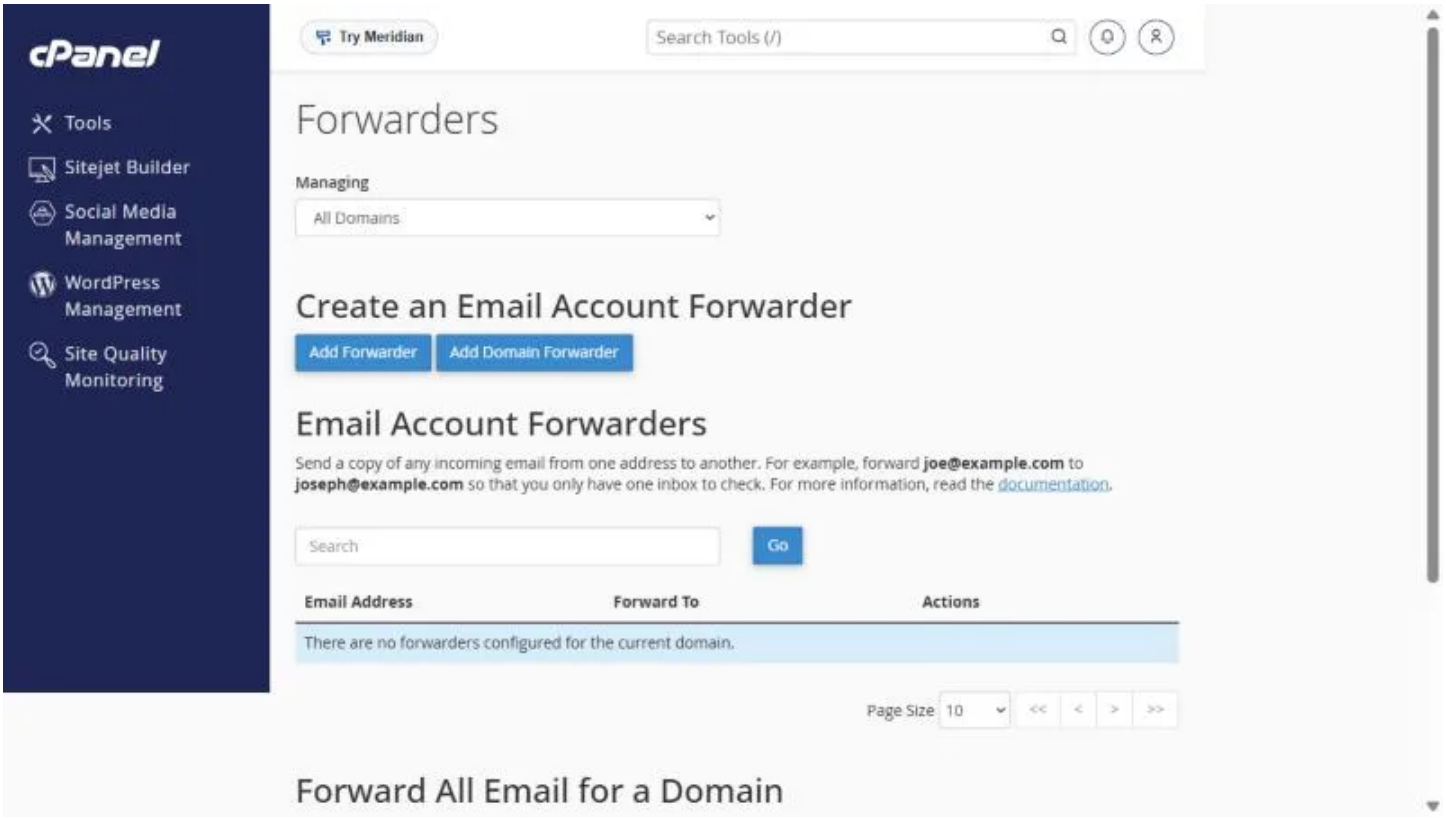
A forwarder sends a copy of every message that reaches an address to another mailbox. For example, everything sent to sales@yourcompany.com also reaches your personal email, so you do not have to check two inboxes.

When to use forwarding

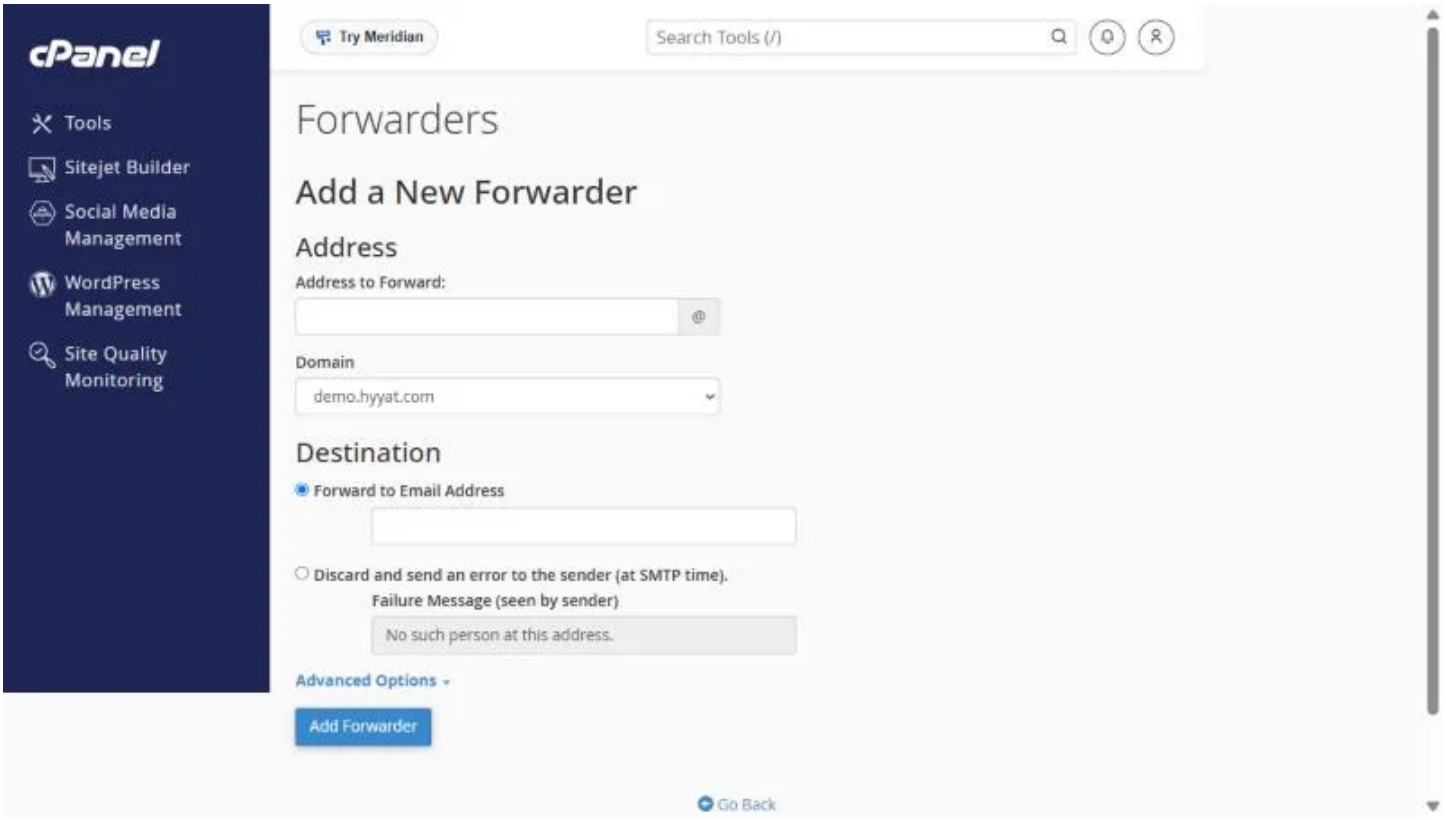
- A general address such as info that should reach several people.
- You want company mail in another mailbox you already use.
- A staff member has left and their mail should go to a colleague.
- An address that does not need its own mailbox, saving storage.

Forward a single address

1. **Open Forwarders** in the Email section of cPanel.
2. **Click Add Forwarder.**



1. **Type the address to forward,** such as sales, and pick the domain.
2. **Choose Forward to Email Address** and enter the destination mailbox.
3. **Click Add Forwarder** and it appears in the forwarders table.



Forward a whole domain

Add Domain Forwarder sends all mail for one domain to another domain. For example, everything sent to @oldname.com goes to the same name at @newname.com. Useful when your company or domain name changes.

Forwarder or mailbox?

	Forwarder	**Mailbox**
Keeps messages	No, passes them on	Yes
Uses storage	No	Yes
Can send from it	No	Yes

You can have a mailbox and a forwarder for the same address: a copy stays in the mailbox and a copy goes to the other address.

The forwarder does not work as expected

- **Forwarded mail lands in Gmail spam:** forwarding passes spam along too. Turn on Spam Filters to reduce it.
- **Forwarded mail does not arrive:** check the destination address and trace it with Track Delivery .
- **Removing a forwarder:** click Delete next to it in the forwarders table.

Practical forwarding ideas

- Forward info@ to both the manager and the assistant so nothing is missed.
- When your domain name changes, use a domain forwarder so old customers' mail is not lost.
- Forward a departed employee's mail to a colleague for a limited time, then stop it.
- Never forward an address to itself or in a loop between two addresses; it duplicates mail.

From our support desk

- **A customer forwarded all his mail to Gmail**, and Gmail began flagging the forwarded messages as spam because they carried spam from the source. Turning on the cPanel spam filter before forwarding reduced it.
- **A customer set up forwarding both ways** between two mailboxes and the messages looped. Always remove one direction.
- **A company wanted a general address** without a mailbox, so it forwarded info to three staff, each replying from their own mailbox.

Need smarter rules than forwarding, such as moving one sender's mail to a folder? Use email filters.

Frequently asked questions

How do I forward email to another address in cPanel?

In Forwarders click Add Forwarder and enter the address and the destination.

Does a forwarder keep a copy?

No, unless the address also has a mailbox.

Can I forward to more than one address?

Yes, add a forwarder for each destination on the same address.

Does the sender see that the message was forwarded?

No, forwarding happens on the server without the sender noticing.

Can I forward to an outside address such as Gmail?

Yes, you can forward to any address on any domain.

Related guides

- The Email Section in cPanel: A Guide to Every Tool and When to Use It
- Email Autoresponders in cPanel: Auto Replies While You Are Away
- How to Create an Email Account on Your Domain in cPanel
- Email Filters in cPanel: Filters for One Mailbox or the Whole Account

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