Forward settings

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

"... 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. This domain is under the umbrela 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 pratical 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.

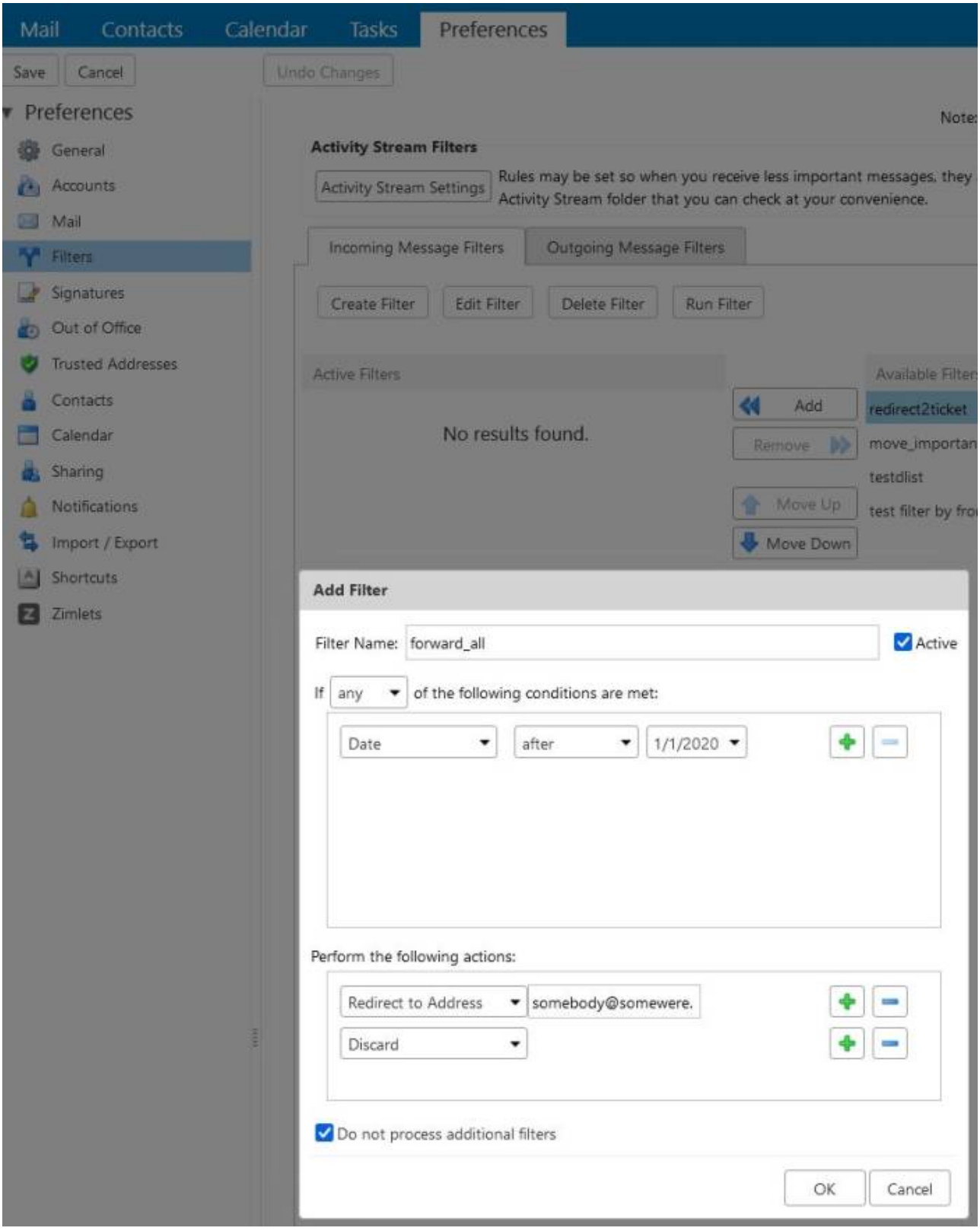
How to set redirecting and related features

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.



Keeping messages temporary

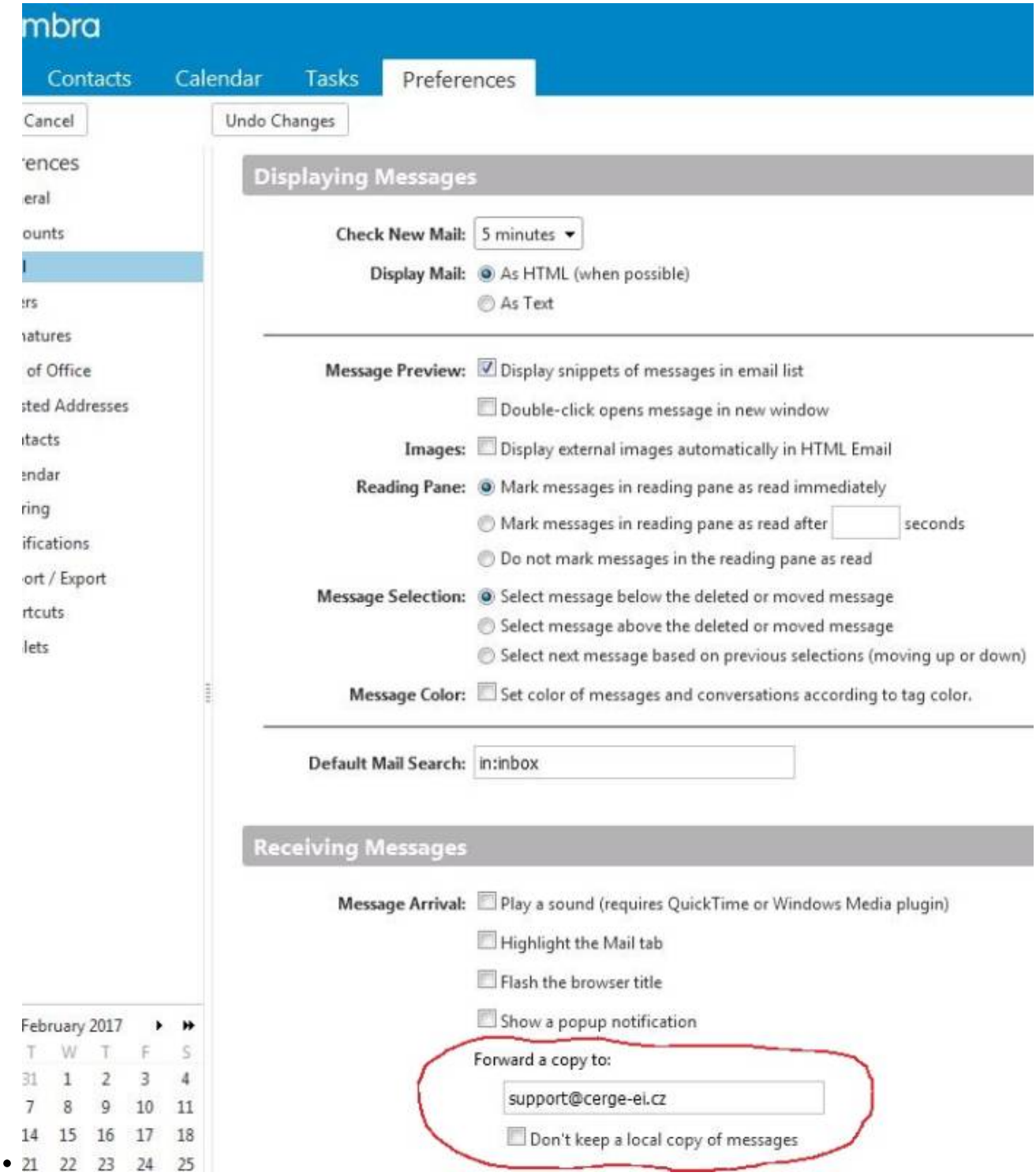
- How to set the temporary keeping messages in INBOX see here Zimbra retention/disposal setup
- Do not forget to move any older necessary messages from INBOX to the another folder in advance.

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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