

Mail Forwarding as an Admin

How to Set a Temporary Email Forwarding Rule in Google Workspace Admin Console

For: Foothills Unitarian Church Staff Administrators | System: Google Workspace Admin Console

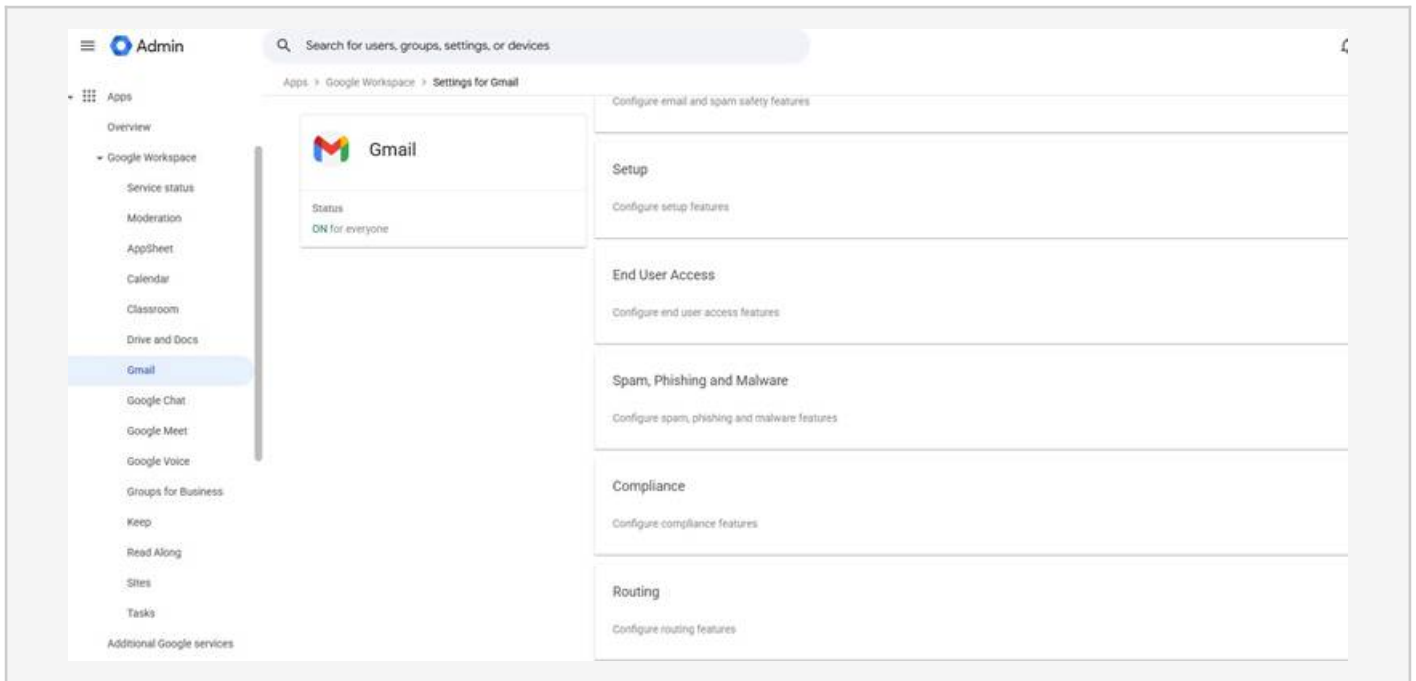
Step-by-step instructions

Step 1: Log into the Admin Console

- Open a web browser and go to admin.google.com.
- Sign in using your Google Workspace administrator credentials.

Step 2: Navigate to Gmail Routing Settings

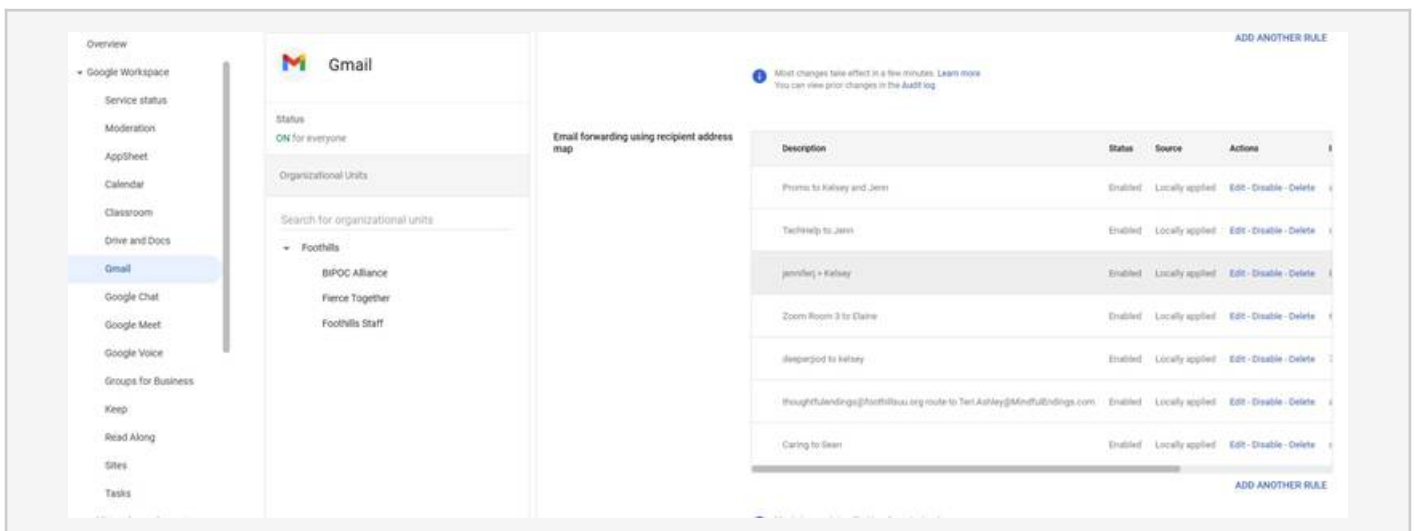
- Click Apps in the left menu.
- Click Google Workspace.
- Click Gmail.
- Scroll down the Gmail settings page to find the Routing section.



Step 3: Locate the Recipient Address Map Section

- Scroll down until you see a section titled Email forwarding using recipient address map.
- This section is separate from the Routing rules section above it.
- Click Add to create a new forwarding entry.

⚠ **Note:** Do not use the Routing section above for temporary forwarding. Use the Email forwarding using recipient address map section instead, as it is more reliable for single-user forwarding.



Step 4: Enter the Forwarding Details

- In the From field, enter the email address of the mailbox you want to forward from (e.g., caring@foothillsuu.org).
- In the To field, enter the email address where mail should be delivered (e.g., sean@foothillsuu.org).
- Click Save.

Email forwarding using recipient address map [Learn more](#)

Caring to Sean

1. To forward emails, map original recipient to new recipient

Address	Map to address
caring@foothillsuu.org	sean@foothillsuu.org

Rows per page: 10 ▾ |< Page 1 of 1 < >

[BULK ADD](#) [ADD](#)

2. Messages to affect

☒ All incoming messages

☐ Only external incoming messages

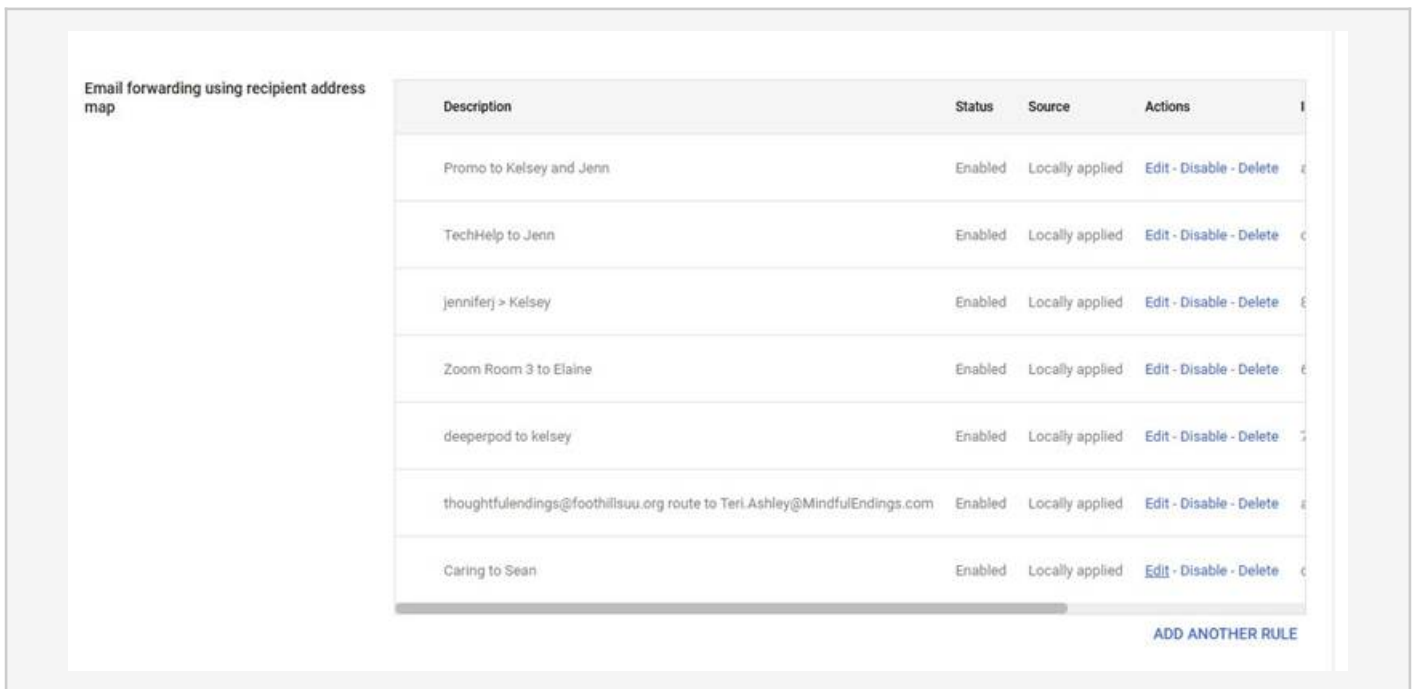
3. Routing options

☒ Also route to original destination

[CANCEL](#) [SAVE](#)

Step 5: Confirm the Rule is Active

- The new rule will appear in the Email forwarding using recipient address map list.
- Confirm the Status column shows Enabled.



Step 6: Verify Forwarding is Working

- Send a test email to the original address (e.g., caring@foothillsuu.org).
- Confirm the message is received by the forwarding destination (e.g., sean@foothillsuu.org).

✓ **Tip:** Changes typically take effect within a few minutes, but can take up to an hour to fully propagate.

Troubleshooting

The rule saved but forwarding is not working.

Wait up to 60 minutes for the rule to propagate. Then send another test email and check again.

I cannot find the Email forwarding using recipient address map section.

Make sure you have scrolled past the Routing rules section. The recipient address map section is further down the Gmail settings page.

The destination address is not receiving mail.

Double-check that the To address was entered correctly with no typos. Edit the rule to verify.

FAQs

Will the original mailbox still receive emails?

It depends on how the rule is configured. When the "Also route to original destination" checkbox is checked (the default), mail is delivered to both the original mailbox and the forwarding destination. If that checkbox is unchecked, mail goes only to the forwarding destination. Check this setting when creating the rule to confirm the intended behavior.

Can I forward to an address outside our organization?

Yes. You can enter any valid email address as the destination, including Gmail, Outlook, or other providers.

How do I remove this rule when the staff member returns?

Follow the instructions in Part 2 of this guide: [How to Remove or Disable a Temporary Email Forwarding Rule](#).

Do I need the staff member's permission or password to set this up?

No. This is done entirely through the Admin Console and does not require signing into the staff member's mailbox.

How to Remove or Disable a Temporary Email Forwarding

Rule in Google Workspace Admin Console

For: Foothills Unitarian Church Staff Administrators | System: Google Workspace Admin Console

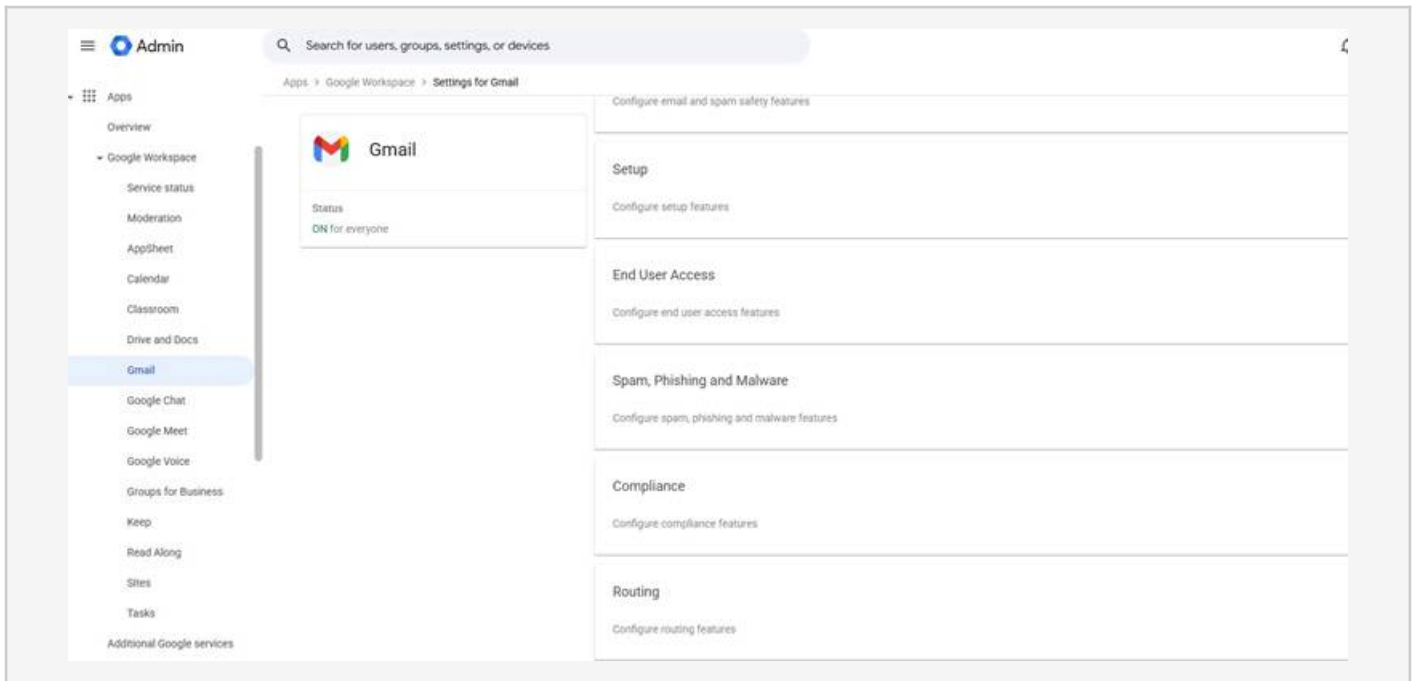
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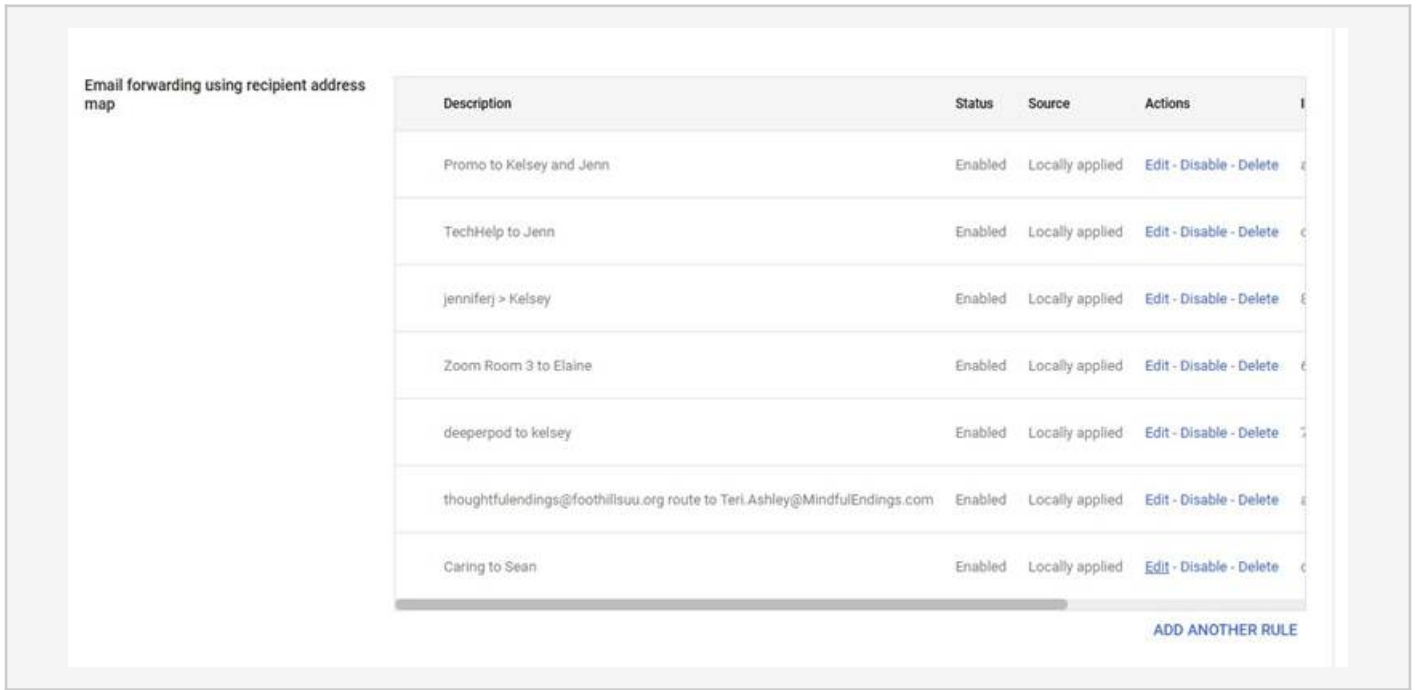
Step 2: Navigate to Gmail Routing Settings

- Click Apps in the left menu.
- Click Google Workspace.
- Click Gmail.
- Scroll down the Gmail settings page.



Step 3: Locate the Recipient Address Map Section

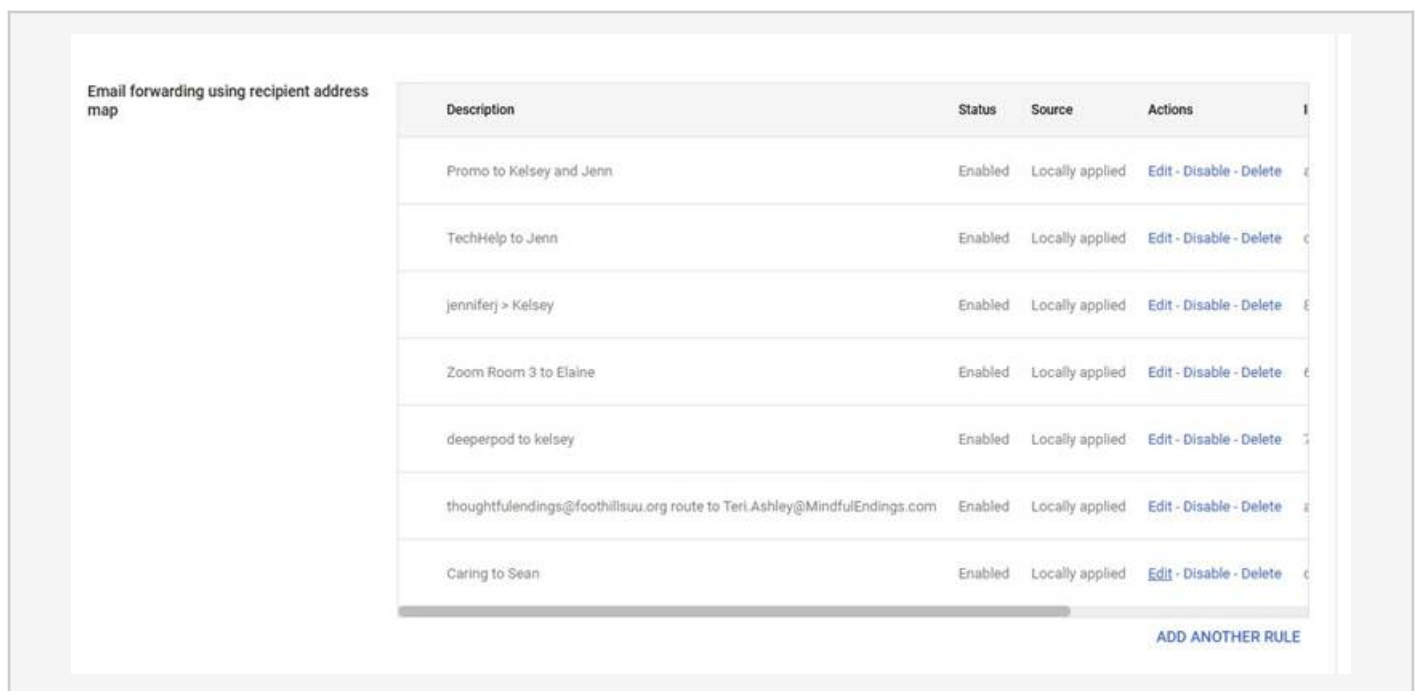
- Scroll down until you see the Email forwarding using recipient address map section.
- Find the forwarding rule you want to remove or disable.



Step 4: Remove or Disable the Rule

- To permanently remove the rule: Click Delete next to the rule. Confirm the deletion when prompted.
- To temporarily pause the rule without deleting it: Click Disable. You can re-enable it later by clicking Enable.

⚠ **Note:** Use Disable if the staff member may need forwarding again soon (e.g., extended leave). Use Delete if the forwarding is no longer needed at all.



The screenshot shows a web interface titled "Email forwarding using recipient address map". It contains a table with the following columns: Description, Status, Source, and Actions. The table lists seven rules, all of which are "Enabled" and "Locally applied". Each rule has "Edit", "Disable", and "Delete" links in the Actions column. The rules are:

Description	Status	Source	Actions
Promo to Kelsey and Jenn	Enabled	Locally applied	Edit - Disable - Delete
TechHelp to Jenn	Enabled	Locally applied	Edit - Disable - Delete
jenniferj > Kelsey	Enabled	Locally applied	Edit - Disable - Delete
Zoom Room 3 to Elaine	Enabled	Locally applied	Edit - Disable - Delete
deeperpod to kelsey	Enabled	Locally applied	Edit - Disable - Delete
thoughtfulendings@foothillsuu.org route to Teri.Ashley@MindfulEndings.com	Enabled	Locally applied	Edit - Disable - Delete
Caring to Sean	Enabled	Locally applied	Edit - Disable - Delete

At the bottom right of the table, there is a link that says "ADD ANOTHER RULE".

Step 5: Verify

- Send a test email to the original address (e.g., caring@foothillsuu.org).
- Confirm the email arrives in the original mailbox and is no longer forwarded to the other address.

✓ **Tip:** If you disabled the rule rather than deleted it, you can re-enable it at any time by returning to this section and clicking Enable next to the rule.

Troubleshooting

Mail is still being forwarded after I deleted the rule.

Changes can take up to an hour to fully propagate. Wait 60 minutes and test again.

I cannot find the rule in the list.

Make sure you are looking in the Email forwarding using recipient address map section, not the Routing rules section above it.

The Delete option is not available.

You may not have sufficient admin privileges. Contact your primary Google Workspace administrator.

FAQs

What is the difference between Delete and Disable?

Delete permanently removes the rule and cannot be undone. Disable pauses the rule but keeps it saved so you can re-enable it later without recreating it.

Will the staff member's mailbox automatically start receiving mail again once the rule is removed?

Yes. Once the forwarding rule is deleted or disabled, mail sent to the original address will be delivered normally to that mailbox.

How do I set up forwarding in the first place?

Follow the instructions in Part 1 of this guide: [How to Set a Temporary Email Forwarding Rule in Google Workspace Admin Console](#).

Revision #3

Created 2026-06-17 21:11:58 CEST by Holly

Updated 2026-06-18 21:41:37 CEST by Holly