

How to Set Up Email Forwarding

You may have a separate customer support email for your business while using the [ProProfs Help Desk](#). In that case, **email forwarding** enables you to receive any support tickets/emails to your ProProfs Help Desk inbox as well.

You can set up email forwarding to your ProProfs Help Desk inbox with prominent email services such as [Gmail](#), [Yahoo](#), [Outlook](#), and [Office 365](#).

How to set up email forwarding in Gmail:

Step 1: Open your Gmail account **settings**.

Step 2: Go to the tab **Forwarding and POP/IMAP**.

Step 3: Click **Add a forwarding address**, enter your ProProfs Help Desk email id, and hit **Next**.

How to set up email forwarding in Yahoo:

Step 1: Go to your Yahoo mail **settings**.

Step 2: Go to **More Settings**.

Step 3: Click **Mailboxes**.

Step 4: Select your Yahoo mail account.

Step 5: Go to the **Forwarding** section, enter your ProProfs Help Desk email, and click **Verify**.

Step 6: Open your Help Desk email and follow the instructions received.

How to set up email forwarding in Outlook:

Step 1: Go to your Outlook **settings** and click **View all Outlook settings**.

Step 2: Click **Forwarding** and tick the **Enable Forwarding** checkbox.

Step 3: Enter your ProProfs Help Desk email, click **Verify**, and **save**.

How to set up email forwarding in Office 365:

Step 1: Open your Office 365 mail account, go to **Settings >> Mail**.

Step 2: Click **Forwarding** and add your ProProfs Help Desk mail.

Note: Microsoft 365, by default, blocks automatic external email forwarding. In this case, you will see a non-delivery report or bounce message for any attempt to forward emails externally. You need to configure the external email forwarding manually. [Read this article](#) to set it up.

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