

Task 2: Mail Forwarding Configuration

Objective: To configure a user's mailbox settings so that all incoming communications are automatically rerouted to another group member's mailbox.

Instructions:

1. Create a user named 'Declan Rice'.
2. Your objective is to configure his mailbox settings so that all incoming communications are automatically rerouted to another group member's mailbox.
3. Validate this setup by initiating an email to 'Declan Rice' and capturing the evidence of successful forwarding via screenshots.

Implementation Steps

1. Create a user named 'Declan Rice'.

Step 1: Displays the creation of the user 'Declan Rice' in the Microsoft 365 admin centre.

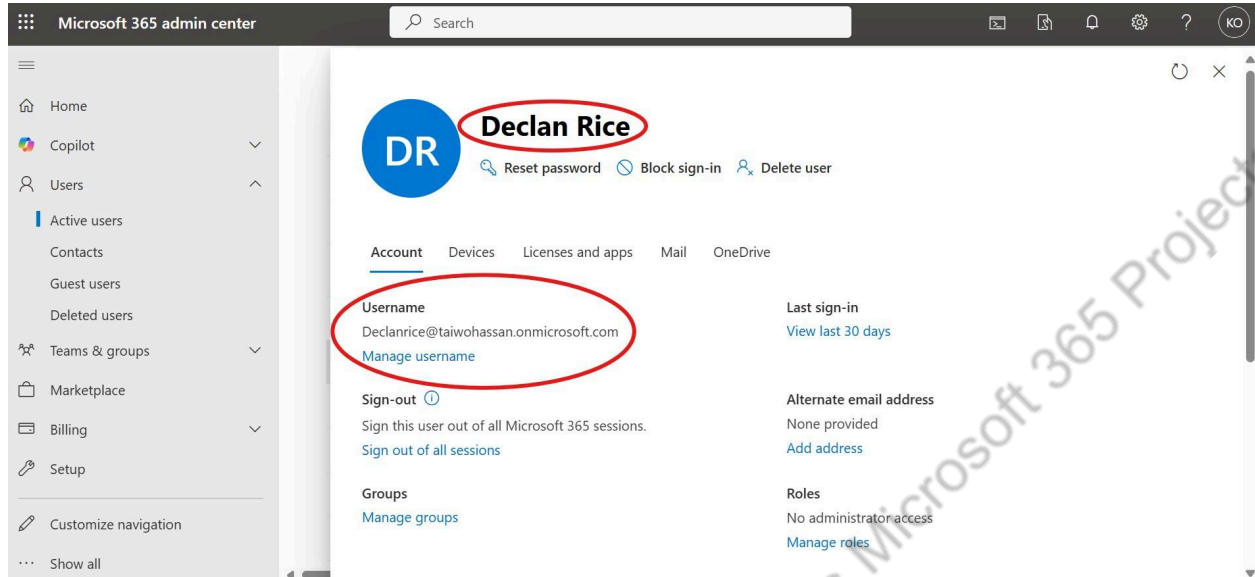
Accessed the Microsoft 365 Admin Centre: I logged in to the Microsoft 365 portal with my administrative account.

Navigated to Users: From the left-hand navigation pane, I selected "Users," then "Active users".

Initiated User Creation: I clicked on the "Add a user" button.

Entered User Details: In the user creation wizard, specifically within the "Set up the basics" section, I filled in the necessary information for 'Declan Rice', including his first name ("Declan"), last name ("Rice"), display name ("Declan Rice"), and the desired username ("declanrice").

Reviewed and Proceeded: This screenshot below captures the point where these initial details have been entered and are ready for the next steps in the user creation process.



Screenshot of Declan Rice created as a user

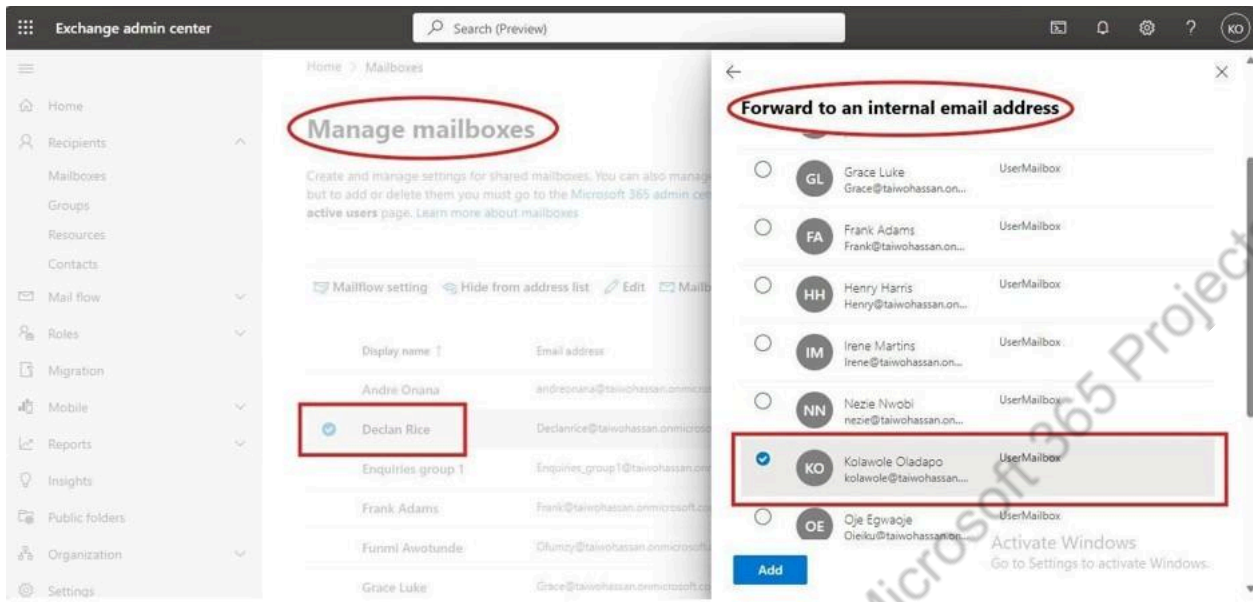
2. Your objective is to configure his mailbox settings so that all incoming communications are automatically rerouted to another group member's mailbox.

Step 1: Displays the mailbox properties for 'Declan Rice' in the Microsoft 365 Exchange admin centre.

Accessed the Exchange Admin Centre (EAC): I logged in to the Microsoft 365 portal with my administrative credentials and navigated to the Exchange admin centre.

Navigated to Mailboxes: In the EAC, I selected "Recipients" from the left-hand navigation pane, then clicked on "Mailboxes".

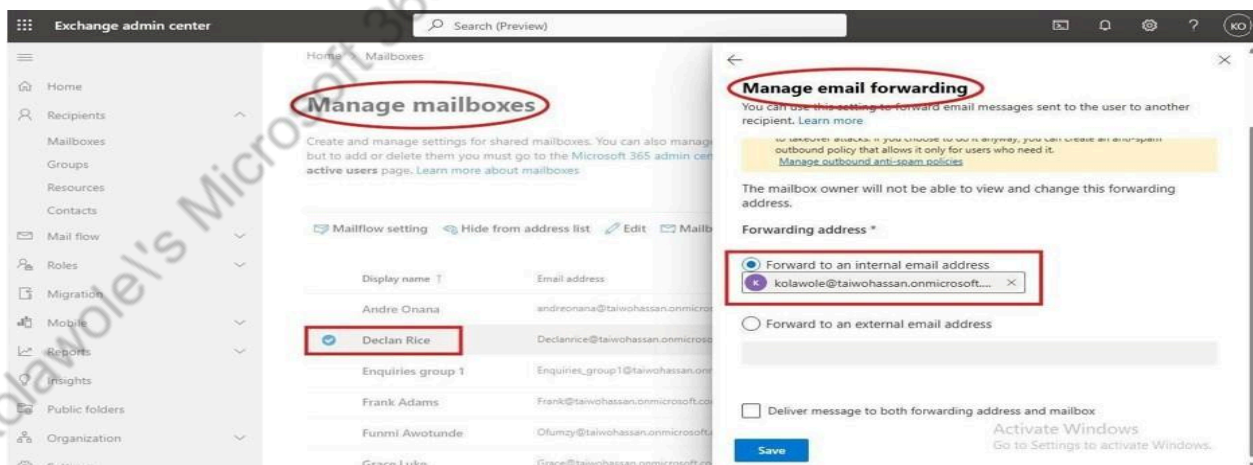
Located and Selected User Mailbox: I searched for 'Declan Rice' in the list of mailboxes and clicked on his entry to open his mailbox properties, leading to the view shown in the screenshot below. This screenshot specifically highlights "Mailbox" in the navigation, indicating that I am viewing the general settings for his mailbox.



Screenshot of Declan Rice's mailbox routed inbound mail into my (Kolawole) Outlook Account

Step 2: Displays the "Manage mail flow settings" section within Declan Rice's mailbox properties in the Microsoft 365 Exchange admin centre

Accessed Mail Flow Settings: Within Declan Rice's mailbox properties, I scrolled down or navigated to the "Mail flow settings" section, then specifically clicked on the "Manage mail flow settings" option. This action opens the pane shown in the screenshot below, where forwarding options can be configured.



Screenshot confirming Declan Rice's mail to be forwarded to my (Kowawole) Outlook Account

3. Validate this setup by initiating an email to 'Declan Rice' and capturing the evidence of successful forwarding via screenshots.

Step 1: To send a test email from a random Gmail account.

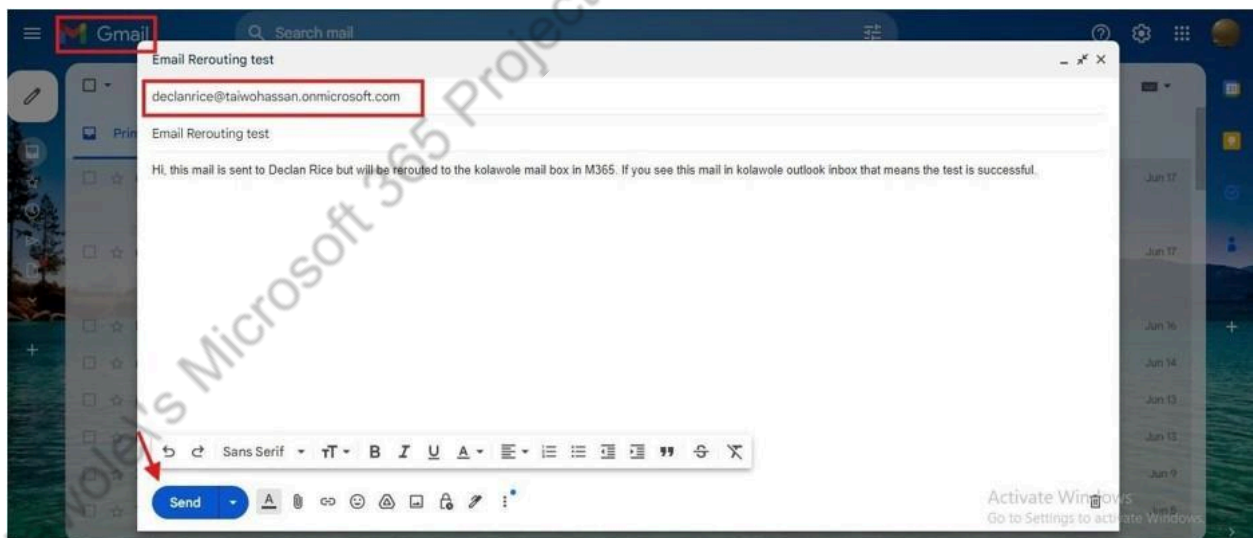
Logged in to Gmail: I logged in to a random Gmail account via a web browser.

Composed New Email: I clicked the "Compose" button, typically found in the top-left corner of the Gmail interface.

Entered Recipient: In the new message window that appeared, I typed 'Declan Rice's' email address (declanrice@taiwohassan.onmicrosoft.com) into the "To" field.

Added Subject and Body: I then added a subject "Email routing test" for the email and typed my test message "Hi, this mail is sent to Declan Rice, but it will be routed to Kolawole mailbox in M365. If you see the mail in Kolawole outlook inbox that means the test is successful" in the body.

Sent Email: Finally, I clicked the "Send" button to dispatch the email. As shown in the screenshot below.



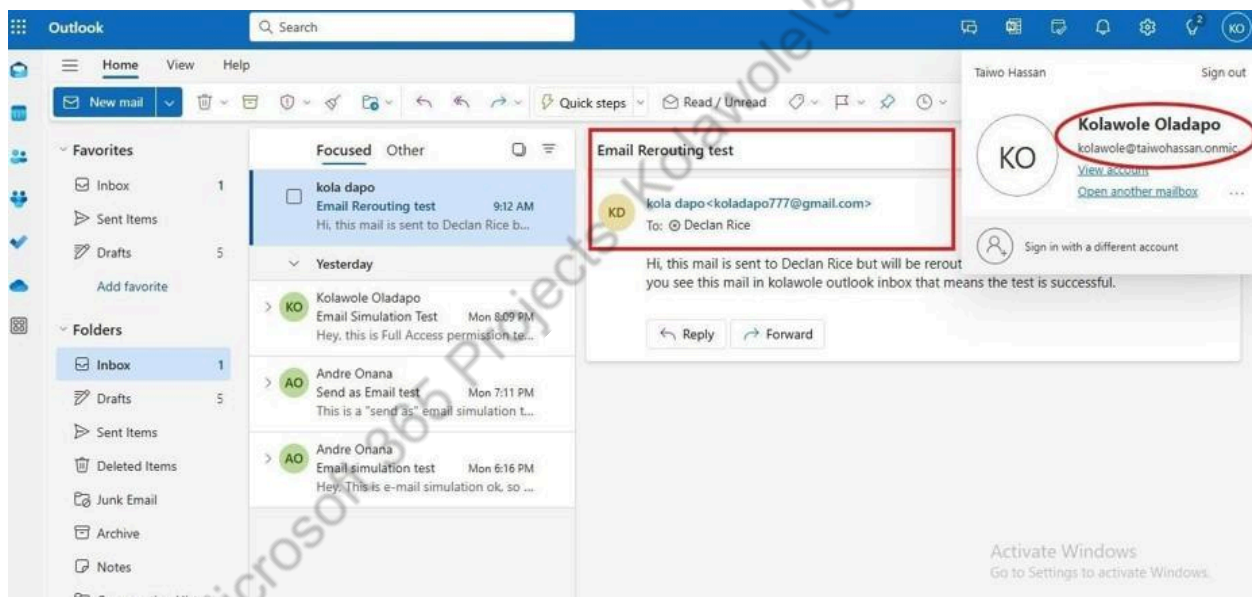
Screenshot showing a simulation test of Gmail into Declan Rice's Outlook Mailbox

Step 2: Displays the email originally sent to Declan Rice, now successfully delivered to my (Kolawole's) Outlook inbox due to the mail forwarding configuration.

Access My Outlook Inbox: I opened my Outlook client or accessed Outlook on the web and navigated to my Inbox.

Verify Received Email: I located the email with the subject "Email Routing test" from "kola dapo" (The random Gmail address). Notice same Body of the mail is same as from the random Gmail. This email was originally addressed to Declan Rice, but because mail forwarding was enabled on his account to my mailbox, it appeared in my inbox (Kolawole).

Confirm Forwarding: The presence of this email in my inbox serves as visual confirmation that the mail forwarding configured on Declan Rice's mailbox in M365 is functioning correctly, as shown in the Screenshot below.



Inbound Gmail received in my (Kolawole) Outlook instead of Declan Rice's Outlook Account

END OF TASK 2

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