# 1.10 Email Forwarding What is 'Email Forwarding'?

### **Email Forwarding**

This is a service provided by Joker.com, that allows you to **create email addresses for a domain**, and to forward incoming emails for those addresses to an **existing external mail account**.

This means: You could have

- info@yourdomain.com
- john@yourdomain.com
- \*@yourdomain.com
- ...

being forwarded to your email account at your ISP or email provider like Gmail, Yahoo or others.

#### Please be aware that:

- email forwarding like URL forwarding presumes, that the domain in question uses free 'Joker.com nameservice' (which is the default; see also How to configure nameservers?, How do I change my nameservers?)
   Domains with third-party nameservice cannot use Joker.com email forwarding.
   Switching to 'Joker nameservice' can be easily done in 'My Domains' choosing 'Modify' with the domain you want to change.
- in 'My Domains', visit 'DNS' to add or modify email addresses for your domains
- activating 'email forwarding' will automatically delete current 'MX' records. This is due to technical reasons and cannot be avoided, so you could either let Joker.com handle your email or a third-party mailserver.
- The reverse is also true creating an MX record for a (sub-)domain for which an e-mail forwarding already exists will deactivate it (a corresponding warning will be displayed beforehand).
- It is also possible to create 'catch all'-addresses: If you enter '\*' instead of 'your\_name'
  as 'Email Address', all emails not matching any other address you created will go to
  the '\*' entry.
- Additionally, a special account 'postmaster' does exist, which can be modified, but not deleted.
- You also find an option to "block" certain addresses, which, when activated, will delete all incoming emails to this address.

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• For security reasons, we advise against using email forwarding as the "main" email address for your Joker.com account. If this is inadvertently deactivated, you will no longer receive account-related notices.

For the number of email addresses per domain, we do not police strict limits. Instead, we apply a fair-use policy.

As long as we do not observe significant system impacts by either excessive amounts of emails sent or addresses created, there will be **no restrictions**.

'Excessive' here means significantly above average, and "system impact" means significant interference of the general system and/or other users.

#### Current limits are:

- 25MB as max. size of a single mail
- 400 emails per day per address

Important: A newly created email address (or a changed target address) has to be activated by answering the 'activation email' being sent to the 'Target Email-Address' (click on the link within this email).

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