Forward enquiry *emails*

The emails couples send you land in Enquiries too, so nothing lives in two places.

On the Complete plan your workspace has its own forwarding address, for the emails couples write to you themselves. Find it in Settings: in Enquiries and your diary press Business settings, and it is under Emails from couples. Each email sent on to it arrives in Enquiries as a new enquiry, with the email as its message. The date is not read from an email, so open the enquiry, press Edit and add it: your diary is checked when you save.

If couples write to an address only they use, such as an enquiries address, a rule in your email sends those emails on for you and the rest of your inbox stays yours. If everything arrives at one address, forward each enquiry by hand instead, from the address you sign in to I Said Yes with, so the couple becomes the contact and not you.

Keeping the form already on your website? Its emails come from the form, not the couple, so do not forward them. In Business settings, under The form on your own website, press Connect your website, and your website sends each enquiry here as well.

Follow the steps for what you use: **Gmail** · **Outlook** · **IONOS** · **iCloud**.

Gmail

1. Copy your forwarding address from **Business settings**, under **Emails from couples**.
2. Is there an address only couples write to, like enquiries@? Then a rule sends those emails on for you, set up in the next steps. Everything arrives in one inbox? Forward each enquiry by hand instead, from the address you sign in to I Said Yes with, so the couple becomes the contact, not you. Enquiries from the form on your website come from the form, not the couple: for those, press **Connect your website** in **Business settings**.
3. In Gmail on a computer, press the **Settings** cog, then **See all settings**. Open **Forwarding and POP/IMAP**, press **Add a forwarding address**, paste your address, then press **Next** and **Proceed**.
4. Gmail now sends a code to check the address is yours, and it arrives in I Said Yes. Open **Enquiries** (or **Spam** at the foot of the list), find the email from Gmail, copy the number, then type it into Gmail and press **Verify**. Leave **Disable forwarding** chosen, so only enquiries go.
5. Open **Filters and blocked addresses** and press **Create a new filter**. In **To**, type the address couples write to, then press **Create filter**.
6. Tick **Forward it to**, choose your I Said Yes address and press **Create filter**.

Outlook

1. Copy your forwarding address from **Business settings**, under **Emails from couples**.
2. Is there an address only couples write to, like enquiries@? Then a rule sends those emails on for you, set up in the next steps. Everything arrives in one inbox? Forward each enquiry by hand instead, from the address you sign in to I Said Yes with, so the couple becomes the contact, not you. Enquiries from the form on your website come from the form, not the couple: for those, press **Connect your website** in **Business settings**.
3. In Outlook, open **Settings**, then **Mail**, then **Rules**, and press **Add new rule**.

4. Give it a name, such as Enquiries. Under **Add a condition**, choose **To** and type the address couples write to.
5. Under **Add an action**, choose **Redirect to**, not **Forward to**, so the email still comes from the couple. Paste your I Said Yes address and press **Save**.
6. Using Outlook through work, with Microsoft 365? Sometimes forwarding outside your business is switched off. If nothing arrives within ten minutes, that is why: book a free call and we'll help you, or whoever looks after your email, switch it on.

IONOS

1. Copy your forwarding address from **Business settings**, under **Emails from couples**.
2. Is there an address only couples write to, like enquiries@? Then a rule sends those emails on for you, set up in the next steps. Everything arrives in one inbox? Forward each enquiry by hand instead, from the address you sign in to I Said Yes with, so the couple becomes the contact, not you. Enquiries from the form on your website come from the form, not the couple: for those, press **Connect your website** in **Business settings**.
3. In IONOS Webmail, press the cog at the top right, then **All settings**, **Mail** and **Rules**.
4. Press **Add new rule** and fill in **Rule Name**, such as Enquiries. Press **Add condition** and choose the messages sent to the address couples write to.
5. Press **Add action**, choose **Redirect to**, paste your I Said Yes address and press **Save**.

iCloud

1. Copy your forwarding address from **Business settings**, under **Emails from couples**.
2. Is there an address only couples write to, like enquiries@? Then a rule sends those emails on for you, set up in the next steps. Everything arrives in one inbox? Forward each enquiry by hand instead, from the address you sign in to I Said Yes with, so the couple becomes the contact, not you. Enquiries from the form on your website come from the form, not the couple: for those, press **Connect your website** in **Business settings**.
3. On icloud.com, open **Mail**. Press the settings button at the top of the mailbox list, choose **Settings**, then **Rules** and **Add a Rule**.
4. Give it a name. Under the message condition, choose **is addressed to** and type the address couples write to.
5. Under the action, choose **Forward to**, paste your I Said Yes address and press **Add**.

Good to know

Using Outlook through work, with Microsoft 365? Sometimes forwarding outside your business is switched off, and nothing arrives. Book a free call and we'll help you, or whoever looks after your email, switch it on. No Emails from couples in Business settings? Forwarding is not on for your workspace yet: put your enquiry form on your website instead.

These steps were checked on 13 October 2026. Signed in to I Said Yes, the same guide is under **Set up guides**, with your own details ready to copy and ticks to keep your place. It is also at isaidyes.ai/help/forwarding-enquiry-emails.