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Replies going to the wrong address: setting Reply-To in webmail and Outlook

E-mail

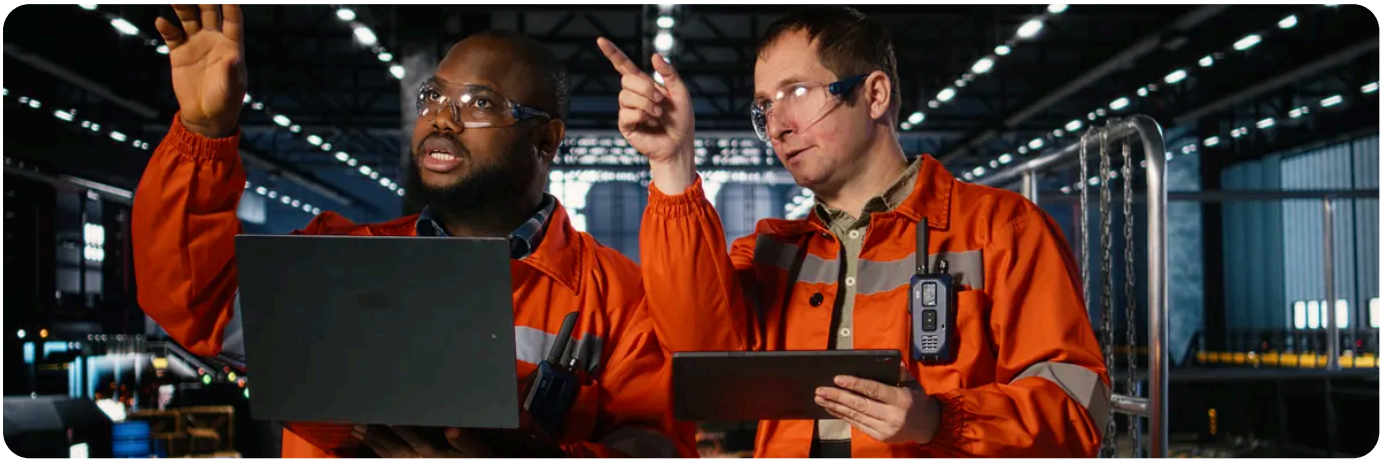
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Replies going to the wrong address: setting Reply-To in webmail and Outlook

E-mail Created on **November 13, 2026** 2 min read



The short answer: the **Reply-To** field says where replies to a message should go, when they should not go to the sender. It lets you, for example, write from your personal mailbox and get replies at sales@. But if it is set by mistake, **every reply goes to the wrong address** and nobody notices. You set it (and fix it) in the webmail identities and in Outlook's account settings.

When it helps

Situation	Reply-To
You send from your mailbox, but the team handles requests	sales@ or info@
An assistant writes on the director's behalf	the assistant's mailbox
A notice to many customers, sent from a mailbox nobody reads	an address someone actually reads

In webmail

1. **Open Settings** and then **Identities**.
2. **Pick your identity** (or create another, if you only want Reply-To on some messages).
3. **Fill in or clear the Reply-To field** and save. When composing, pick the right identity in the From field.

In other programs

Program	Where it is
Classic Outlook	File, Account Settings, pick the account, Change, More Settings: the reply e-mail field.
Thunderbird	Account Settings: the Reply-to Address field.
Phones	Most apps have no such field. Messages sent from the phone get replies in the mailbox itself.

Replies going where they should not?

1. **Reply to a message of yours** (one sent by a colleague, say) and see which address appears in To.
2. **If it is not yours,** look for Reply-To in the webmail identities and in every program and phone where the mailbox is set up. One of them is enough.
3. **Check the mailbox forwarders** in cPanel too: a forgotten forwarder also diverts mail: **forwarders and aliases**.

Reply-To is also a scam tool.
A message can come from a supplier's real address and carry a scammer's Reply-To. Before replying with bank details or documents, check the address in the To of your reply: **lookalike addresses used to fool customers**.

For a whole team
, a shared address is usually simpler than setting Reply-To on every mailbox: **a shared address for a team**.

NEED A HAND?

Replies to your e-mails not reaching the right place? Open a ticket with an example.

Open a support ticket →

SEE ALSO

Webmail settings worth changing: time zone, reply style, HTML and refresh →

- A shared address for a team: one shared mailbox, a forwarder or a mailing list
- Catch-all, forwarders and aliases: the three that get confused
- Lookalike addresses used to fool your customers: spotting them and what to do
- Everyday e-mail habits for a business: To, Cc and Bcc, reply all, subjects and attachments
- Which e-mail addresses a business should create: role addresses and personal ones

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