Creating & Managing Mail Rules - Microsoft Outlook Web App

This guide walks you through creating a rule from an email message and managing your rules in the Microsoft Outlook Web app.

**Note:** New rules will not be applied to an already received message.

**Note:** There are two types of rules, server-based rules and client-only rules. Server-based rules apply to your messages even if Outlook isn’t running. Client-only rules apply to your messages only when Outlook is running on an individual’s computer. These rules can only be created and edited in Outlook 2016. Certain conditions, actions, or exceptions that are applied to a rule will change it to a client-only rule (e.g. Action: Play sound). If you remove the item that makes it a client-only rule, then it will be changed back to a server-based rule.

Creating a Rule From an Email Message

1. In the *message list* pane, click the *mail message* you want a rule for (See Figure 1).
2. From the *command bar*, click the *extended menu* (See Figure 1).
3. Click *Create rule* (See Figure 1).

![Figure 1 - Create Rule from Email](image-url)
4. In the *New inbox rule* window, the rule will automatically be filled with information from the email message. The following explains what you can add, edit, or delete for a rule:
   a. **Name** - The name to describe this rule (See Figure 2).
   b. **Condition** - When the message arrives, and it matches all of these conditions (See Figure 2).
   c. **Action** - Does the following actions if all of the conditions match (See Figure 2).
   d. **Exception** - Add exceptions for special conditions (e.g. email from Director) (See Figure 2).
   e. **Rule Processing** - Stop processing more rules if this rule meets the criteria (See Figure 2).

5. Type a short descriptive **name** to describe the rule.
6. Review the **conditions**:
   a. To delete a condition, click the X (See Figure 4).
   b. To change the condition, click the **drop-down menu** (See Figure 4).
   c. To change the criteria for the condition, click the **criteria** (See Figure 4).
   d. To add a condition, click **Add condition** (See Figure 4).

![Figure 4 - Rule Conditions](image)

7. Review the **actions**:
   a. To delete an action, click the X (See Figure 5).
   b. To change the action, click the **drop-down menu** (See Figure 5).
   c. To change the criteria for an action, click the **criteria** (See Figure 5).
   d. To add an action, click **Add action** (See Figure 5).

![Figure 5 - Rule Actions](image)

8. Review the **exceptions**:
   a. To delete an exception, click the X (See Figure 6).
   b. To change the exception, click the **drop-down menu** (See Figure 6).
   c. To change the criteria for an exception, click the **criteria** (See Figure 6).
   d. To add an exception, click **Add exception** (See Figure 6).

![Figure 6 - Rule Exceptions](image)
9. Click to un-select the **checkbox** next to *Stop processing more rules* (See Figure 7).

**Note:** If you want the rules to stop processing after it meets the criteria of this rule, leave this box checked.

10. Click **OK** (See Figure 7).
Managing Rules

1. Click **Settings** (See Figure 8).

2. Click **Mail** (See Figure 9).

3. Click **Inbox and sweep rules** (See Figure 10).

4. You can do the following to manage the Inbox rules:
   a. **Rules** - Select a rule to manage (See Figure 10).
   b. **Preview** - Shows what the currently selected rule will do (See Figure 10).
   c. **On/Off** - Turn on or off rules by selecting or unselecting the checkboxes (See Figure 10).
   d. **New** - Create a new rule (See Figure 10).
   e. **Edit** - Edits a currently selected rule (See Figure 10).
   f. **Delete** - Deletes a currently selected rule (See Figure 10).
   g. **Move** - Moves the currently selected rule up or down in the list (See Figure 10).
   h. **Save** - Saves changes made to rules (See Figure 10).
   i. **Discard** - Discard changes made to rules (See Figure 10).

   **Note:** Rules are processed from top to bottom.