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Use inbox rules in Outlook on the web

Use inbox rules to automatically perform specific actions on email that arrives in your inbox. For example, you can create rules that will change the importance level of messages as they come in, automatically move them to other folders, or delete them based on certain criteria.

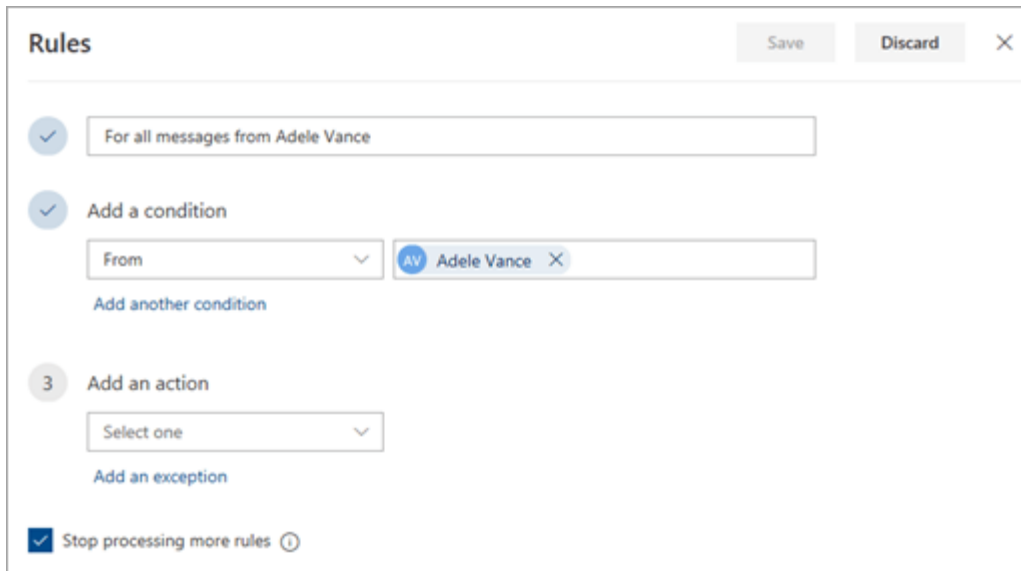Rules only run on your inbox. They don't run on other folders.

Create an inbox rule

Rules are applied to incoming messages and can be created from any folder.

1. To quickly create a rule that moves all email from a specific sender or a set of senders to a folder, right-click a message in your message list that you want to create a rule for, and select **Create rule**.

2. Choose the folder where you want all messages from that sender or set of senders to be moved, and then select **OK**.

3. Select **OK**. The rule will be applied to all incoming messages. If you'd like to run the rule on your inbox immediately, select the check box for **Run this rule now in Inbox**.

   Note: Currently, you can only run rules in which a message from a sender is moved to a folder. You can't run other rules, such as those that use a message title or mark a message as unread.

If you'd like to do more than just move the message from a specific sender or set of senders to a folder, select **More options**. The rules settings menu will open.

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- Every rule needs at least three things: a name, a condition, and an action. Rules can also contain exceptions to conditions. You can add multiple conditions, actions, and exceptions at each step by choosing **Add a condition**, **Add an action**, and **Add an exception**.
- If you don't want any more rules to run after this one does, select the **Stop processing more rules** check box. For more information, see [Stop processing more rules in Outlook on the web](#).
- Press **Save** to create your rule or **Discard** to cancel rule creation.

Edit an inbox rule

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Rules**.
3. In the rule you want to edit, select ✏ .
4. Press **Save** to save your edited rule.
   Note: Some rules created in other versions of Outlook can't be processed by Outlook on the web. You won't be able to run or edit the rule in Outlook on the web.

Delete an inbox rule

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Rules**.
3. In the rule you want to delete, select 🗑 .

   Tip: If you just want to turn the rule off for a while, select the toggle next to the rule.

Set the order in which inbox rules are applied to incoming messages

Inbox rules are applied to incoming messages based on the order they're in within the Inbox rules list. You can arrange the order in which the rules you create are applied to messages coming into your inbox.

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Rules**.
3. Select a rule, and then use the Up arrow or Down arrow to change the order in which the rule is applied to incoming messages.

Run inbox rules on existing messages

By default, an inbox rule runs on incoming messages *after* you've created the rule. To run a rule on existing messages:

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Rules**.

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3. Select ▷ next to the rule you want to run.

Note: Currently, you can only run rules in which a message from a sender is moved to a folder. You can't run other rules, such as those that use a message title or mark a message as unread.

Organize your inbox with Archive, Sweep, and other tools

Clean up your inbox and keep your email organized with automatic filtering and sorting, and by using tools on the command bar like Sweep, Archive, and Move to.

You can also organize your email using inbox rules. For example, you can create rules that will automatically move messages to other folders, or even delete them based on certain criteria.

Note: Sweep rules run once per day. Inbox rules run as soon as email arrives in your mailbox

SCREEN SHOTS/FURTHER DESCRIPTION HERE

Sweep (delete)

Use Sweep to quickly delete unwanted email in your Inbox. Sweep gives you options to automatically delete all incoming email from a particular sender, to keep only the latest email, or to delete email older than 10 days.

1. Select an email message from the sender whose messages you want to delete.
2. On the menu bar, select **Sweep**.
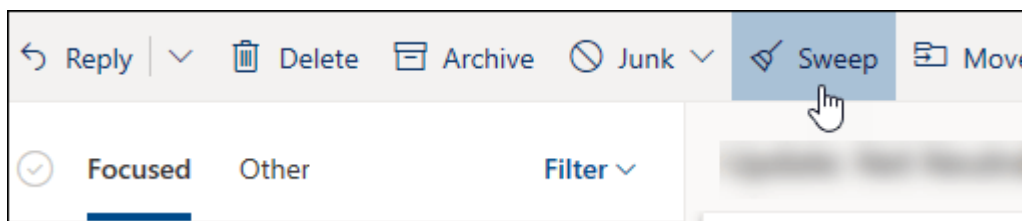
Note: The **Sweep** option isn't available from the following folders: **Junk Email**, **Drafts**, **Sent Items**, and **Deleted Items**.

3. Choose how you want to handle email messages from the sender you chose.
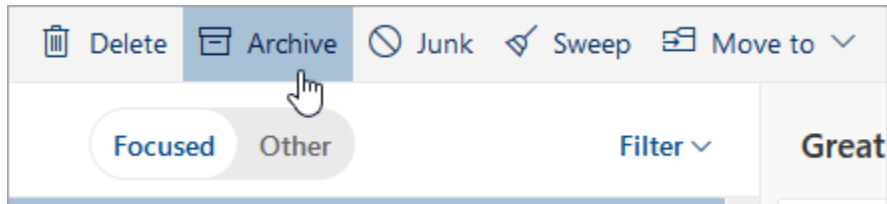4. Select **Sweep** to perform the selected action.

Archive

You can store email messages in your default Archive folder.

1. Select an email message you want to archive.
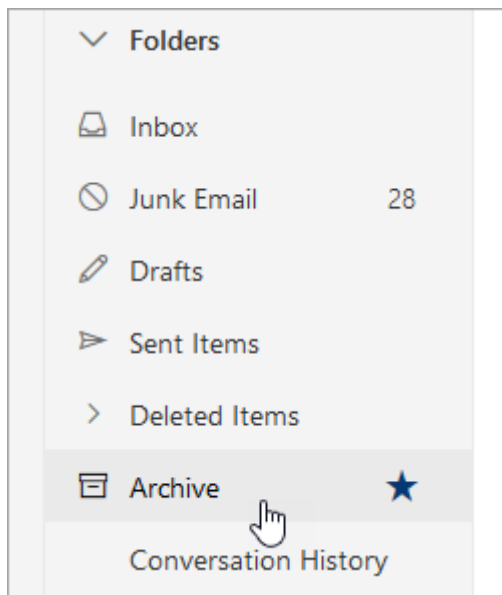2. Select **Archive**.

To get to your Archive folder:

- Under **Folders**, select **Archive**.

To restore an archived message back to its original folder, select it in the Archive folder, select **Move to**, and then select the folder or type the name of the folder that you want to move it to. See the next section for more information.

Move to

Move to lets you move email messages to a specific folder. For example, you can move all email from a specific sender from your Inbox to any folder you choose.

1. Choose an email message from a specific sender to move all email received from that sender to another folder.
2. Select **Move to**.
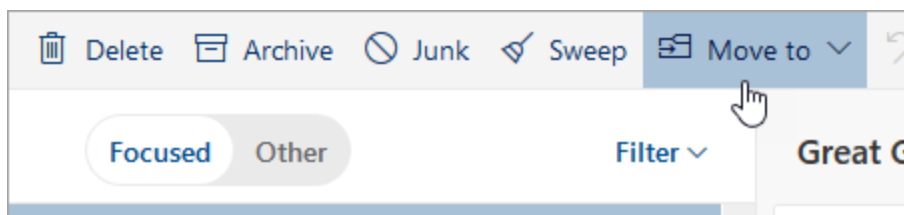
3. Choose one of the available folders or create a new folder.

To learn more about folders, see Working with message folders in Outlook on the web.

How else can you organize your email?
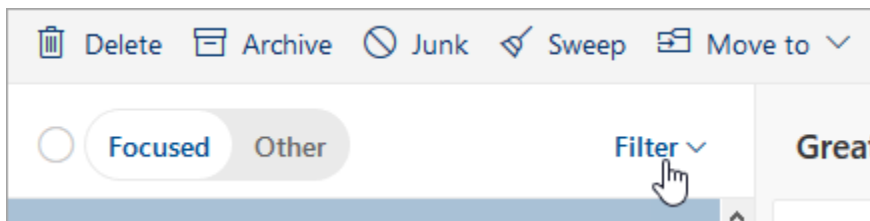
Organize your email

1. Choose an email message in your Inbox.

2. Choose **More commands** on the command bar to mark messages as read or unread, pin a message at the top of the message list, or flag a message for follow up.
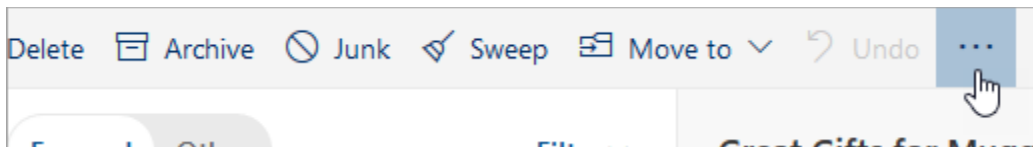
3. Choose the action you want to perform on the selected message.

Sort your email by date, from, or size

1. Select **Filter** at the top of your inbox.

2. Under **Sort by**, choose any option you prefer to sort your email.

Click to watch the "Organize your inbox" video.

Categories let you easily tag, label and group messages in Outlook on the web. Choose from default categories or create your own, and assign one or more categories to your messages.

Other people won't see the categories you assign.

Add a category tag or label to an email message

Method 1:

1. Select the email message or messages you want to categorize.

2. Select **Categorize** from the top toolbar, and then do the following:

   ▪ To apply a category: Search for or select the category you want to use.

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- To remove a category: Clear the check mark next to the category.
  Note: If you've assigned a lot of categories and can't see the category you're looking for, click **All categories** at the bottom of the list.

Method 2:

- Right-click the email message or selected messages, and then select **Categorize** from the list. Then, do the following:
  - To apply a category: Select the category you want to use.
  - To remove a category: Clear the check mark next to the category.
    Note: If you select multiple messages with categories already applied, the categories selected in the drop-down will only show those applied to all those messages you've selected.

Add a category tag or label to a calendar event

Note: You can't apply a category to an instance of an appointment or meeting series. You can only apply categories to the entire series.

1. Right-click the calendar event.
2. Select **Categorize**, and then select a category to apply it, or clear the check mark next to a category to remove it.

If you don't see the category you're looking for, select **All categories** at the bottom of the list.

Show your category emails and calendar events

To see all the messages you have tagged with a category:

1. Open your Category list.
2. Select **Add to Favorites**.
3. Return to your Inbox where you will see the category in the **Favorites** folder list.

Rename a category

You cannot rename categories, but you can create a new one with a new name.

Tip: If you want to replace the category on a message, apply the new category before removing the old.

Create a category tag or label

Method 1:

1. Select an email message or calendar event and right-click.
2. From the Categorize menu, select **New category**.
3. Type a name for your category, and then, if you want, choose a color by clicking the category icon.

4. Press **Enter**. The category is created and applied to the items you've selected.

Method 2:

1. Open your Category list.
2. Select **Create category**.
3. Type a name for your category, and then, if you want, choose a color by selecting the category icon.
4. Press **Enter**.

Change a category color

1. Open your Category list.
2. Select the icon of the category you want to change.
3. Select a color from the picker.

Note: Colors shown reflect the color of the category text, not the background color of the label when applied to an item.

Delete a category

1. Open your Category list.
2. Select **Delete** 🗑 to delete a category.

Recover deleted email messages in Outlook on the web

When you accidentally delete an email message in Outlook on the web you can recover the message if it's still in your Deleted Items folder. In some cases, you can even recover items after the Deleted Items folder is emptied.

You can also recover a deleted folder (with all of its messages) if it's still in your Deleted Items folder. Unfortunately, you can't recover a folder that's been permanently deleted. But you can use the steps in this topic to recover messages that were in a folder when it was permanently deleted.

Recover email that's still in your Deleted Items or Junk Email folder

When you delete an email message, a contact, a calendar item, or a task, it's moved to the Deleted Items folder. If you don't see a message in the Deleted Items folder, check the Junk Email folder. Contents of deleted folders are only visible once you expand the Deleted Items folder.
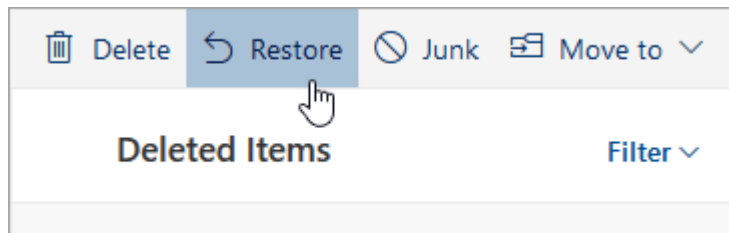
1. In the left pane, select the Deleted Items folder or the Junk Email folder.
2. Do one of the following:
   - **Deleted Items folder:** Select the message you want to recover, and select **Restore**.
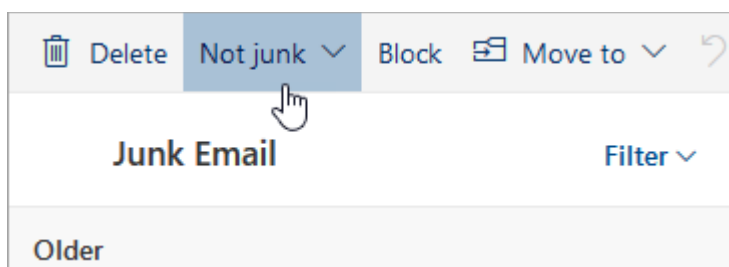
Notes:

- You can't restore messages that have been deleted from your **Deleted Items** folder.
- Messages that were in a deleted folder can only be restored by selecting **Move to** and choosing a folder that's not been deleted.


- **Junk Email folder:** Select the message you want to recover, and select **Not junk**.

Recover email that's been removed from your Deleted Items folder

If you can't find an item in the Deleted Items folder, the next place to look is the Recoverable Items folder.

1. In the left pane, select the Deleted Items folder.
2. At the top of the message list, select **Recover items deleted from this folder**.
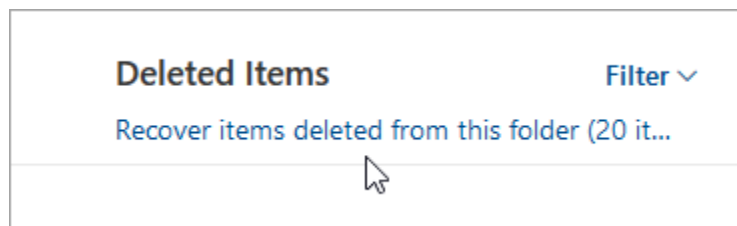
3. Select the items you want to recover, and select **Restore**.

Where do recovered items go?   The items you select to recover will be restored to their original folders when possible.

If an original folder no longer exists, items will be restored as follows:

- Messages go to your inbox.
- Calendar items go to your calendar.
- Contacts go to your contacts folder.
- Tasks go to your tasks folder.

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Stop Outlook on the web from emptying your Deleted Items folder each time you sign out

Outlook on the web may empty your Deleted Items folder each time you sign out. To change this:

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Message handling**.
3. Under **When signing out**, uncheck the box next to **Empty my deleted items folder**.

Filter junk email and spam in Outlook on the web

Mail identified as possible junk email can be automatically moved to the Junk Email folder. Any malware—potentially malicious software or code—is disabled.

Block senders from sending you email

If you're receiving unwanted email, you can block the email addresses and domains you don't want to receive messages from. Add any email address or domain to your blocked senders list to move these messages directly to your Junk Email folder.

Note: Email is automatically removed from the Junk Email folder after 14 days and is not recoverable. For more information, see Recover deleted email messages in Outlook on the web.

1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Junk email**.
3. If you want to block an email address, enter the email address under **Blocked senders** and select **Add**.
   If you want to block all email from a domain, enter the domain name under **Blocked domains** and select **Add**.
4. Select **Save**.

Unblock senders

If you want to remove someone from the blocked senders list, follow the instructions below.

1. Select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Junk email**.
3. Select the address or domain you want to unblock, and select 🗑 .

Keep messages from specific people or domains from going into your Junk folder

There are times when you don't want messages from a specific person or domain to end up in your Junk Email folder. Messages from addresses or domains on the safe senders list won't get moved to your Junk Email folder.

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1. At the top of the page, select **Settings** ⚙ > **View all Outlook settings**.
2. Select **Mail** > **Junk email**.
3. Under **Safe senders**, enter the email address or domain you want to add, and select **Add**.
4. Select **Save**.

Tips:

- To edit or remove email addresses or domains from the blocked senders or safe senders list, select the item in the list and then select ✏ or 🗑 .

- To empty your Junk Email folder, select **Junk Email** in the folder list, and then select **Delete all** at the top of the screen.

Identify suspicious messages in Outlook on the web

Spoof Intelligence from Microsoft 365 Advanced Threat Protection and Exchange Online Protection helps prevent phishing messages from reaching your Outlook inbox. Outlook verifies that the sender is who they say they are and marks malicious messages as junk email. If the message is suspicious but isn't deemed malicious, the sender will be marked as unverified to notify the receiver that the sender may not be who they appear to be.

Important: When a message is marked as a phishing message, Outlook displays a warning at the top of the page, but any links in the message can still be opened.

How can I identify a suspicious message in my inbox?

Outlook shows indicators when the sender of a message is unverified, and either can't be identified through email authentication protocols or their identity is different from what you see in the From address.

- **You see a '?' in the sender image**

When Outlook can't verify the identity of the sender using email authentication techniques, it displays a '?' in the sender photo.

This message did not pass sender authentication

? unknown@contoso.com   ↩ Reply all | ⌄
Today, 10:58 AM

- Not every message that fails to authenticate is malicious. However, you should be careful about interacting with messages that don't authenticate if you don't recognize the sender. Or, if you recognize a sender that normally doesn't have a '?' in the sender image, but you suddenly start seeing it, that could be a sign the sender is being

spoofed. You can learn more about more about Spoof Intelligence from Microsoft 365 Advanced Threat Protection and Exchange Online Protection in the Related topics below.

- **The sender's address is different than what appears in the From address**

Frequently, the email address you see in a message is different than what you see in the From address. Sometimes phishers try to trick you into thinking that the sender is someone other than who they really are.

When Outlook detects a difference between the sender's actual address and the address on the From address, it shows the actual sender using the via tag, which will be underlined.
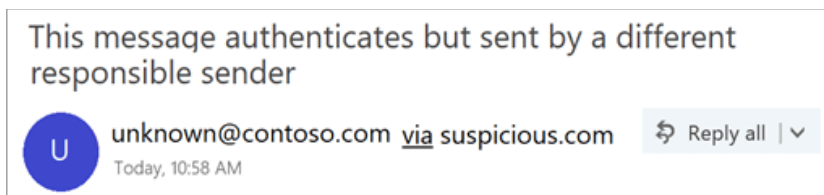
In this example, the sending domain "suspicious.com" is authenticated, but the sender put "unknown@contoso.com" in the From address.

Not every message with a via tag is suspicious. However, if you don't recognize a message with a via tag, you should be cautious about interacting with it.

In Outlook and the new Outlook on the web, you can hover your cursor over a sender's name or address in the message list to see their email address, without needing to open the message.
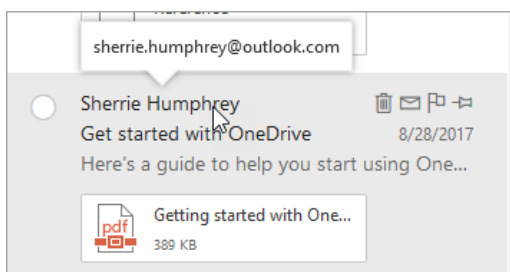
For more information, please refer to the Microsoft training resource page HERE