

# GSD. Outlook - Set E-mail Rules in Outlook Web Access

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General Information:

Possible symptoms/errors:

User wants to know how to Set E-mail Rules in Outlook Web Access

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Rules let user handle email messages automatically based on a variety of different criteria. A rule is an action that Outlook Web Access runs automatically on incoming or outgoing emails. For example, user can create a rule to automatically delete all incoming emails from group "Market" with subject title "For Sale". This article guides how to set such rules for managing user's e-mails.

Details:

Advise user to go to Office Portal Online and to click the Outlook icon.

User must click on the Settings icon the select View all Outlook Settings.

Under Settings, guide them to click Mail then to select Rules.

In the Rules window, user must click Add new rule.

Inform user to enter a name for the new rule.

Guide them to select an option for Add a condition. User should use the Add a condition drop-down list to indicate when a rule should take effect.

Advise user to select an option for Add an action. They must use the Add an action drop-down list to select what they want to happen. Depending on what action they select, they'll then indicate the folder, category, or person associated with the action they selected.

By default, the Stop processing more rules option is turned on. With this option on, when a message arrives in user's inbox that meets the criteria for more than one rule, only the first rule will be applied. If they don't select this check box, all inbox rules that a message meets the criteria for will be applied.

Advise user to select Run rule now if they want to run the rule on their inbox immediately.

Once done, user must click Save.

NOTE: For more complicated rules, user may need to specify more than one criteria or take more than one action or specific exceptions. They should use the Add another condition, Add another action, and Add an exception controls as needed.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Office Portal Online:

<https://portal.office.com/>