

Inbox Rules for Bounce Back Emails



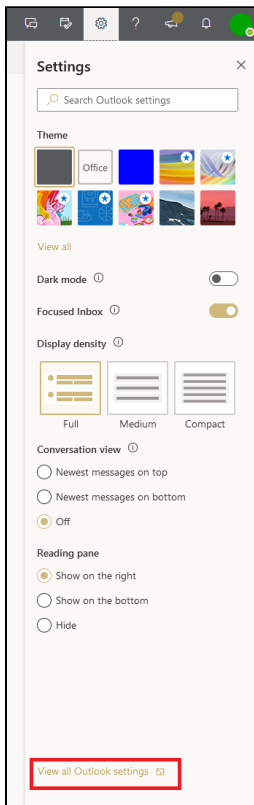
This guide is geared specifically to creating an inbox rule to help clean up Undelivered emails after an email account has been compromised.

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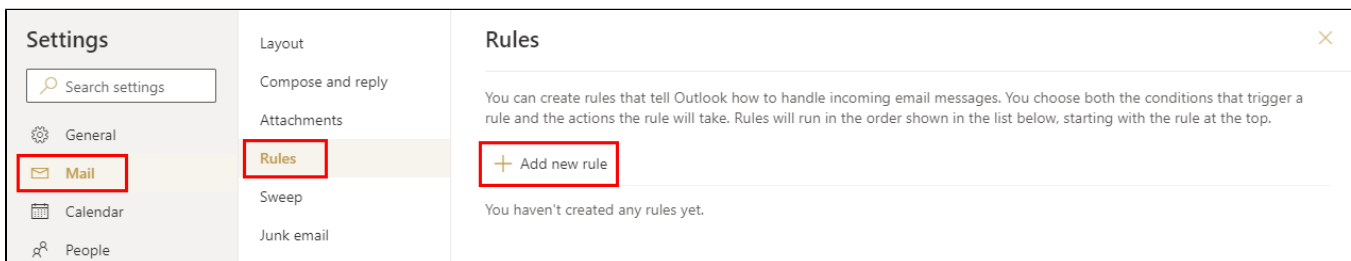
Step 1: Click the Settings Menu

Once you log in, click on the **Settings** (gear icon in the upper right hand corner of the screen), then select **View All Outlook Settings** at the bottom:



Step 2: Select the Rules Menu

Click **Rules** **Add new rule**



Step 3: Create a New Rule

- Enter a descriptive name for the rule

Rules

Save Discard ×

1

Enter a name.

2 Add a condition

Select a condition ▼

3 Add an action

Select an action ▼

Add an exception

Stop processing more rules ⓘ

Step 5: Select what to target

- Under **Add a condition**, select how you want to setup the rule
- In this example, we want to target all new emails that have the word **Undeliverable** in the **Subject** line of the message

Rules

1

Name your rule

Enter a name.

2

Add a condition

Select a condition

3

Add an action

Select an action

Add an exception



Stop processing more rules



People

From

To

My name is

I'm on the To line

I'm on the Cc line

I'm on the To or Cc line

I'm not on the To line

I'm the only recipient

Subject

Subject includes

Subject or body includes

Keywords

Message body includes

Sender address includes

Recipient address includes

Message header includes

Marked with

Importance

Sensitivity

Classification

Message includes

Flag

Type

Has attachment

2 Add a condition

Subject includes Undeliverable × |

Add another condition

Step 7: Select what to do with the messages

- Under **Add an action**, select what you'd like to do with the message
- In this example, we want to **move** the message to the **Deleted Items** folder

3 Add an action

Move to

Add another action

Add an exception

Stop processing more rules ⓘ

Search for a folder

- Inbox
- Deleted Items
- Archive Deleted Items
- New folder
- All folders

Step 8: Save the Rule

Rules Save Discard X

✓ Delete all Undeliverable Messages

✓ Add a condition

Subject includes Undeliverable X

Add another condition

✓ Add an action

Move to Deleted Items

Add another action

Add an exception

Stop processing more rules ⓘ

Rules X

You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger a rule and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.

+ Add new rule

Delete all Undeliverable Messages

If the message includes specific words in the subject 'Undeliverable', mark the message as Read and stop processing more rules on this message.

↑ ↓ ✎ 🗑

If your rules aren't working, generate a report.

- You can **temporarily turn off** the rule by toggling the **switch to the left** of the rule
- You can **edit** or **delete** the rule by pressing the respective icon **to the right** of the rule



This rule only works on new emails coming in. You will have to either manually delete the emails currently in your mailbox or use the Outlook desktop application to run the rule on your mailbox.

To manually run a rule in the Outlook desktop application please see this Microsoft KB article: <https://support.office.com/en-us/article/Manage-email-messages-by-using-rules-c24f5dea-9465-4df4-ad17-a50704d66c59>