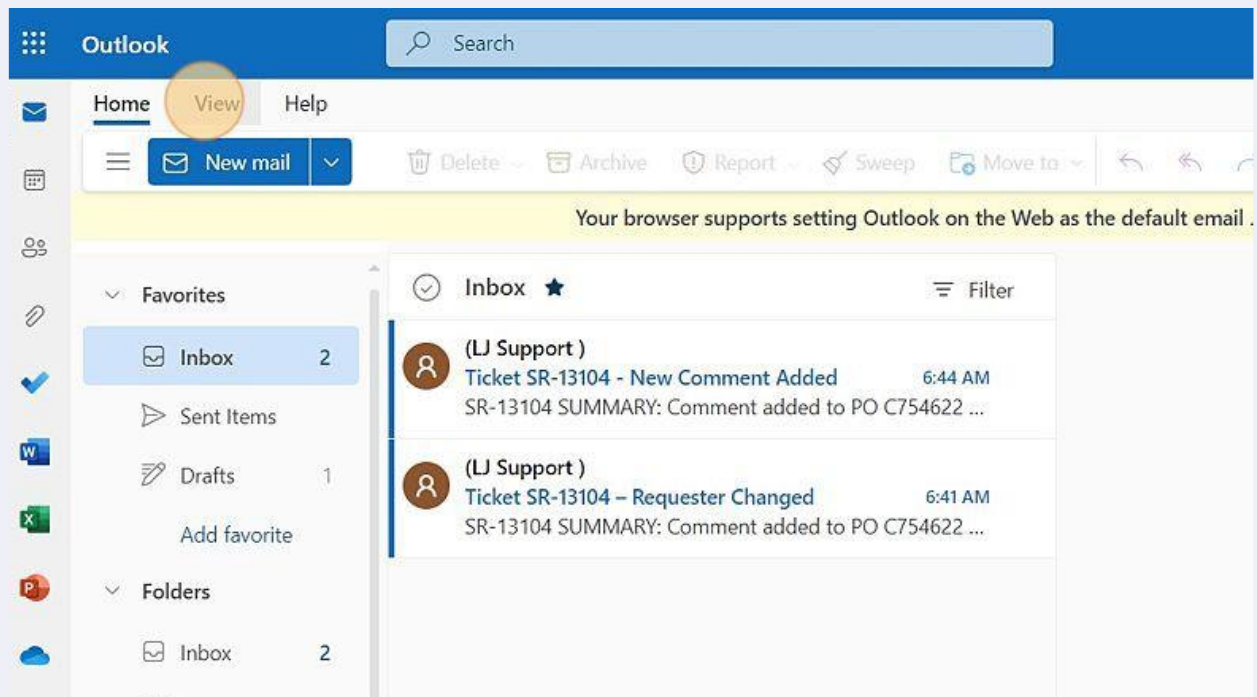


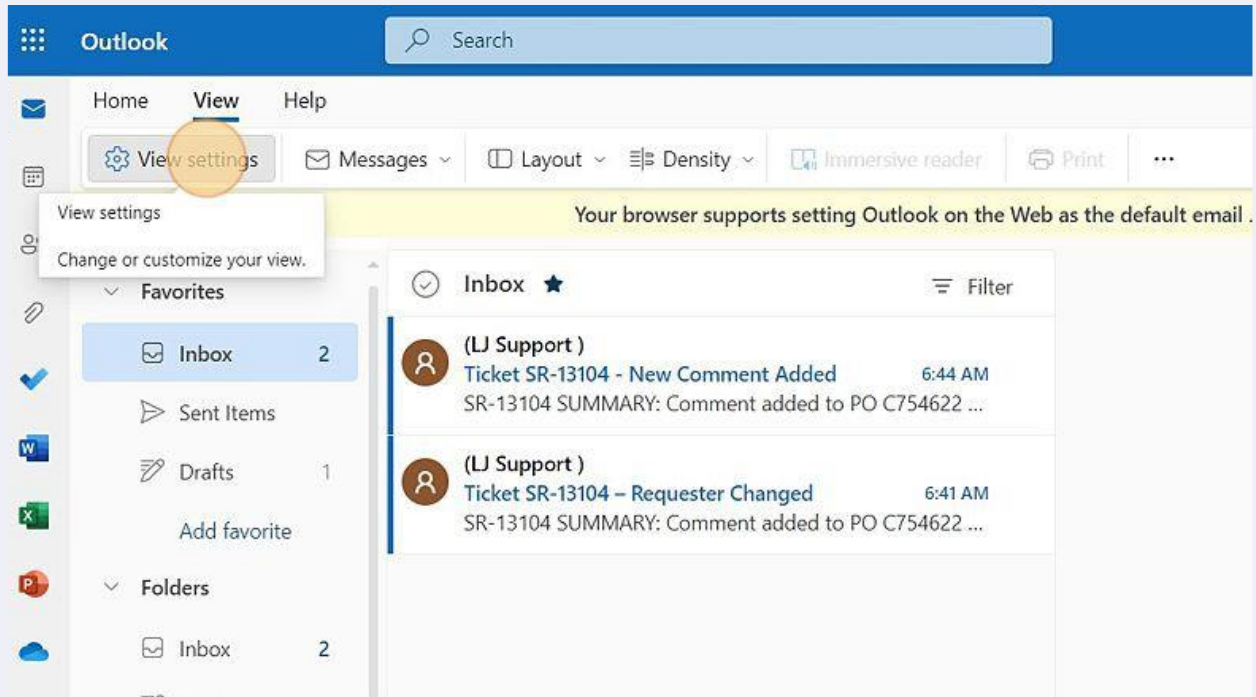
# Block Emails from Ticket Generation

1 Navigate to [outlook.office365.com/mail](https://outlook.office365.com/mail) and login

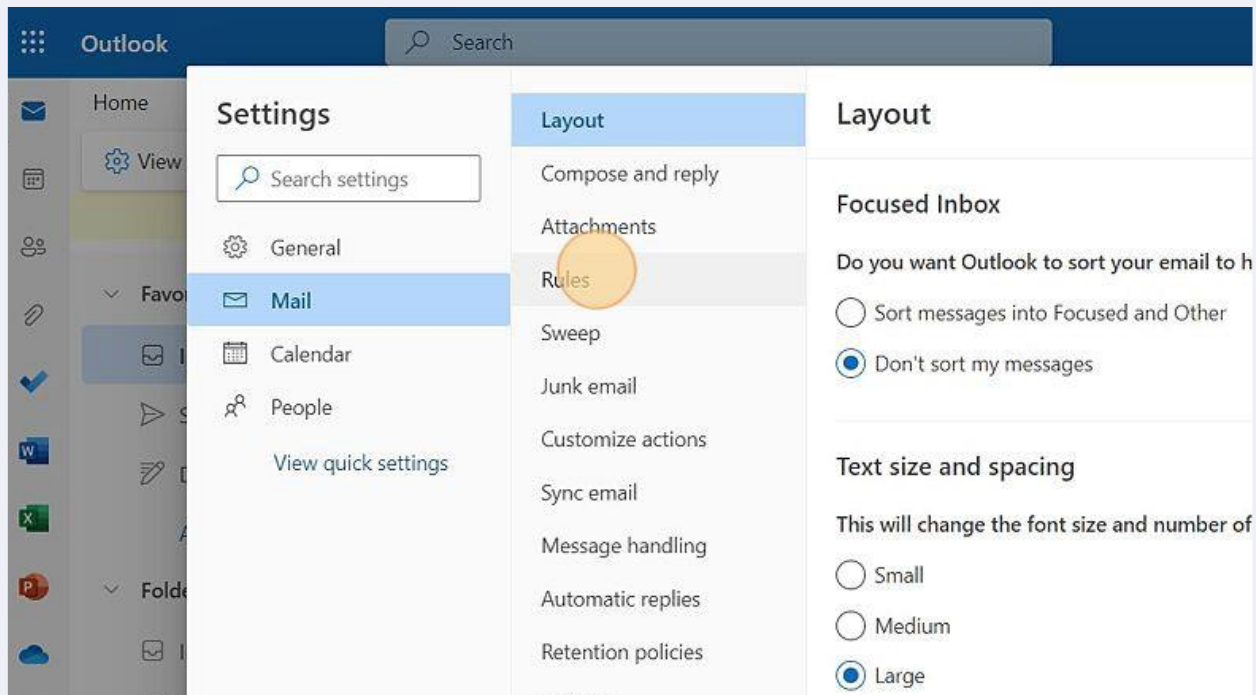
2 Click "View"



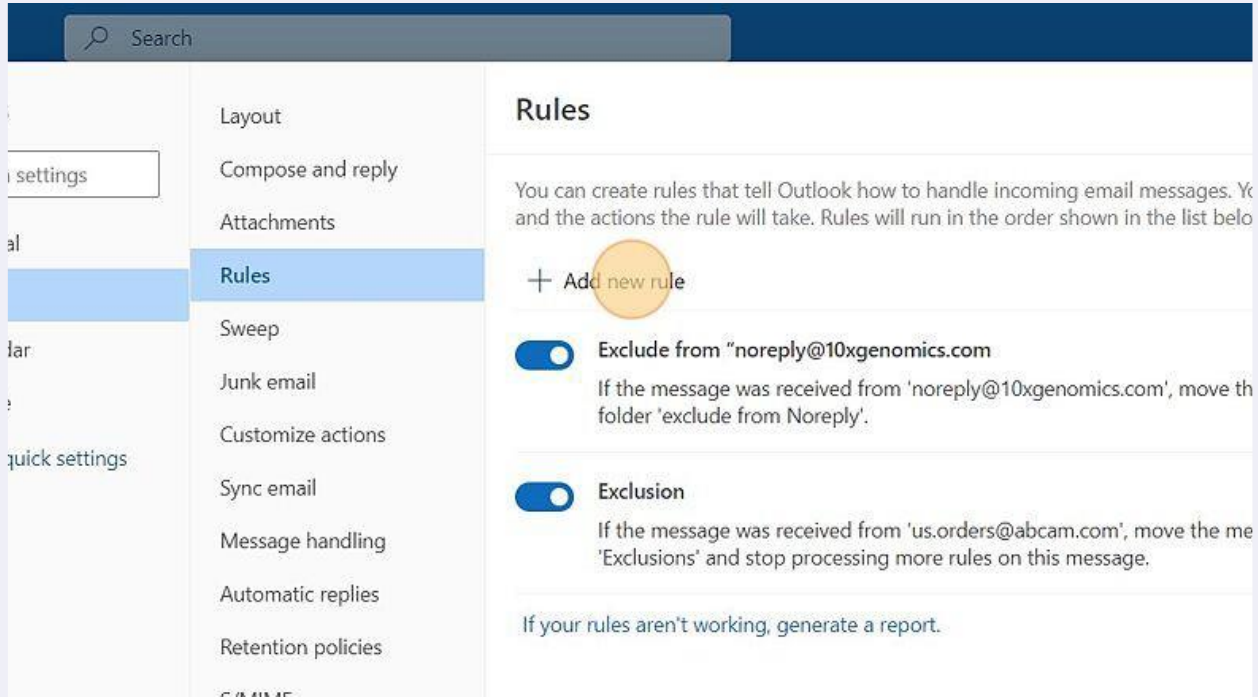
### 3 Click "View settings"



### 4 Click "Rules"



5 Click "Add new rule"



6 Type the name of the rule.

## 7 Click "Select a condition"

Teams call

Layout

Compose and reply

Attachments

**Rules**

Swipe

Link email

Customize actions

Sync email

Message handling

Automatic replies

Retention policies

IMAP

### Rules

✓ Type name of the rule

2 Add a condition

Select a condition

3 Add an action

Select an action

Add an exception

Stop processing more rules ⓘ

## 8 Click "From"

Teams call

### Rules

✓ Type name of the rule

2 Add a condition

Select a condition

3 Add an action

Select an action

Add an exception

Stop processing more rules ⓘ

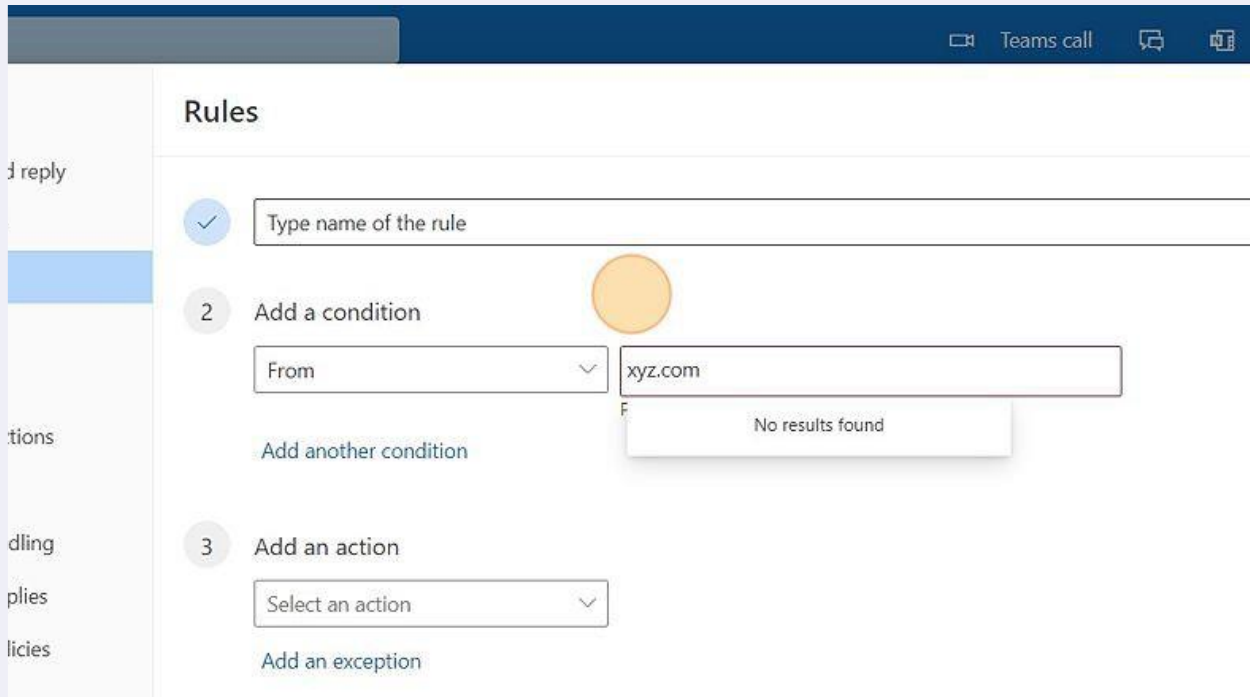
People

- 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

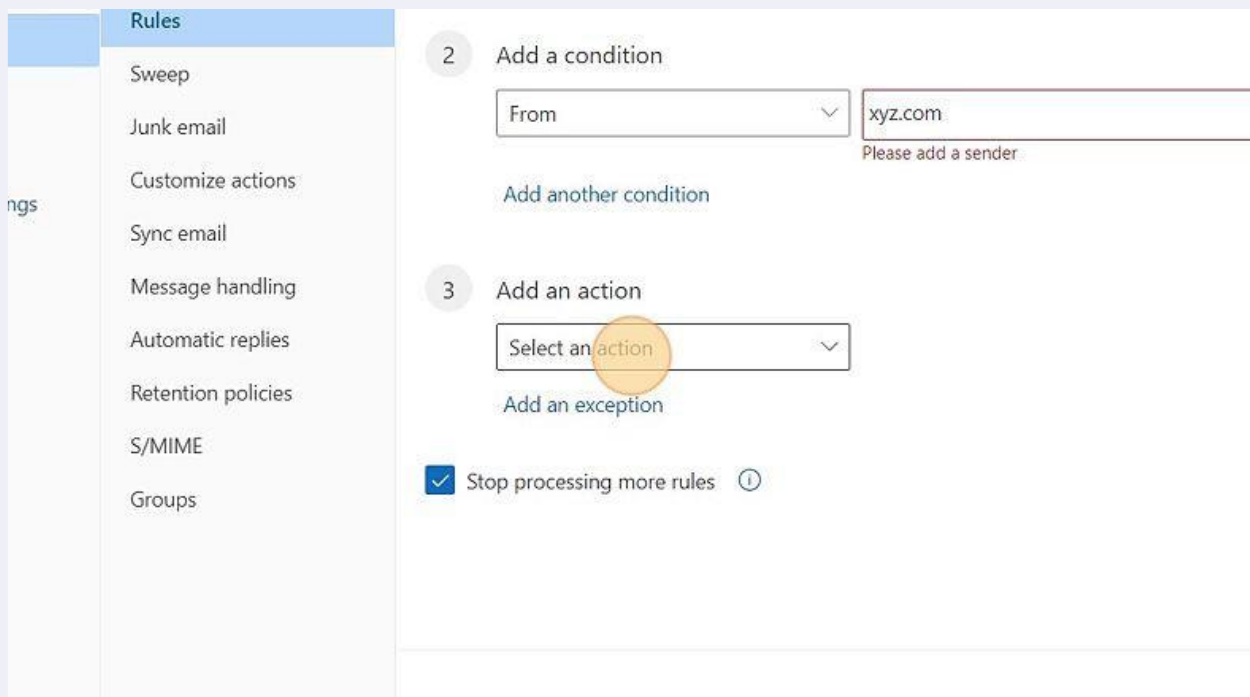
Subject

- Subject includes
- Subject or body includes
- Keywords

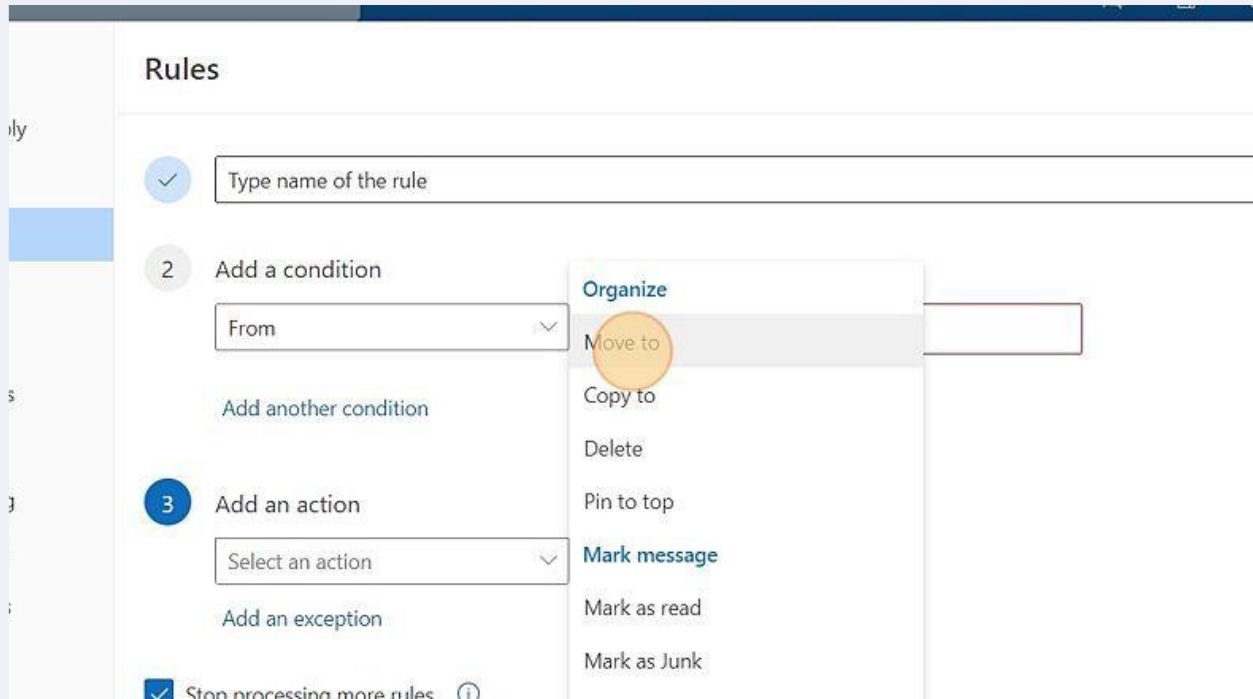
**9** Type the email address that you want to block.



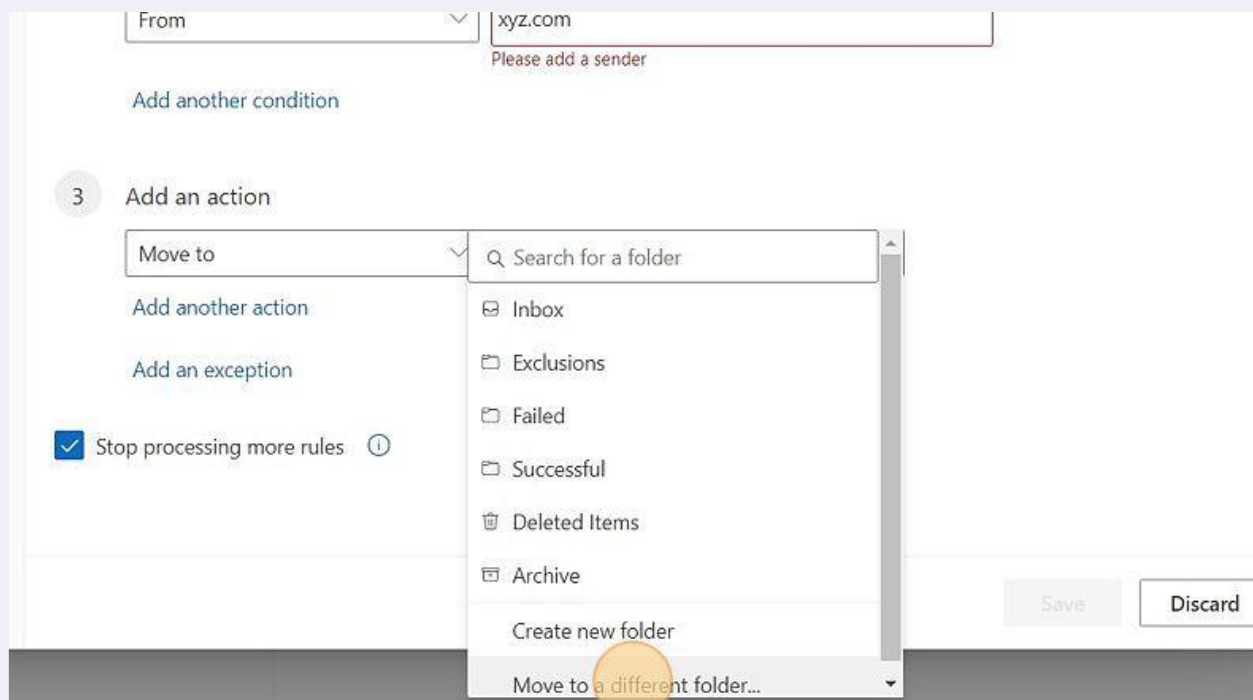
**10** Click "Select an action"



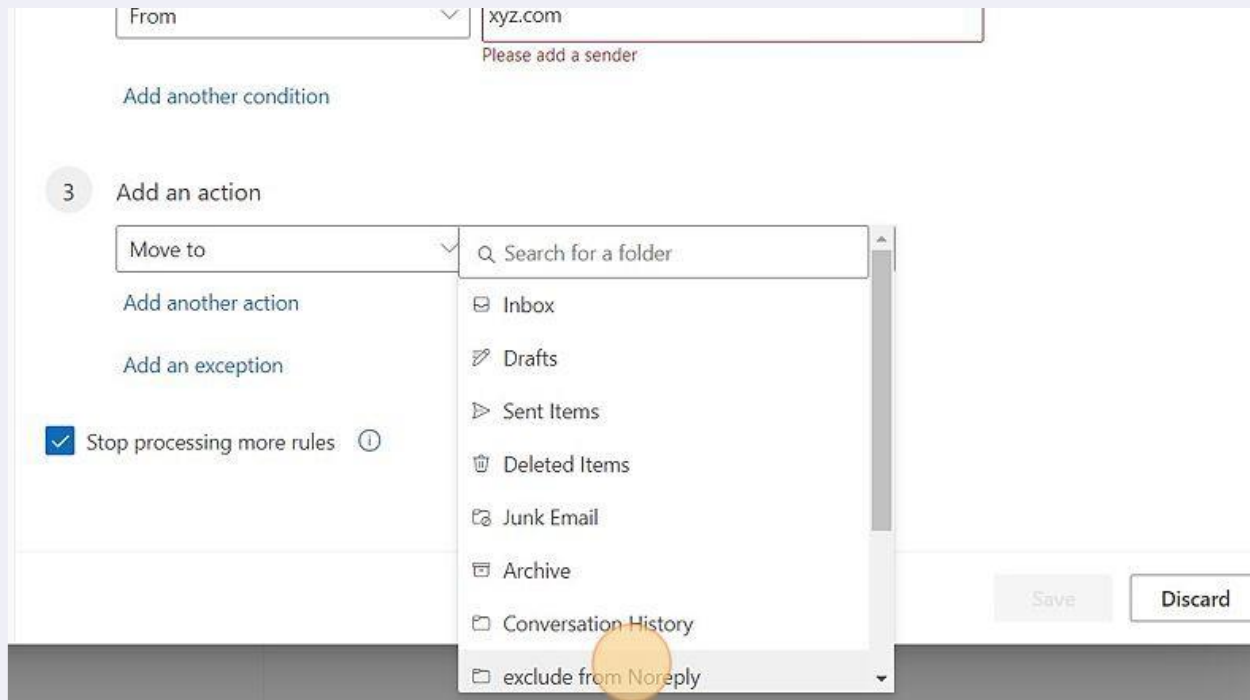
## 11 Click "Move to"



## 12 Click "Move to a different folder..."



### 13 Click "exclude from Noreply"



### 14 Click "Save"

