

# Using Rules in Outlook to Forward Email Tickets

## How To Use

1. Click on the Tools menu and select Options.
2. In options select the Mail Format tab.
3. Make sure the settings for Message Format is using the Plain Text option.
4. Under the Select Signatures for account area at the bottom of that window, make sure that <none> is listed in the menu for the option of Select Signature for replies and forwards. Then click OK.
5. Click on the Tools menu and select Rules and Alerts.
6. Click on New Rules.
7. Click the Start from a blank rule radio button. Then click Next.
8. Select the box next to With specific words in the subject (in this example we will use the subject but you could use account or email address if desired).
9. In the area labeled Step2: Edit the rule description... click on the blue link that says "specific words", then type your member code in the box and click on the Add Button and then click OK. Then click Next.
10. Select the box next to forward it to people or distribution list.
11. In the area labeled Step2: Edit the rule description... click on the blue link that says "people or distribution list", then type in the email address of where you want the email to automatically forward to and then click OK. Then click Next.
12. Then click Next.
13. Then click Finish.
14. Click OK.

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[Jim Schwilk](#) (88 days ago)