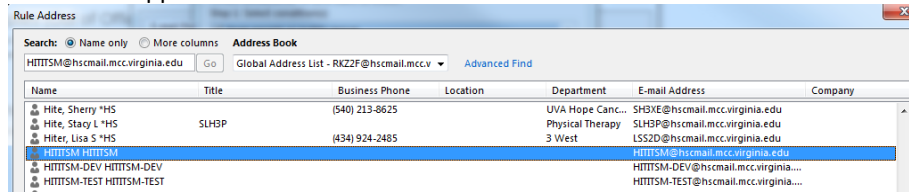


ITSM IM Quick Reference- Create Outlook Rule

Create a new Rule

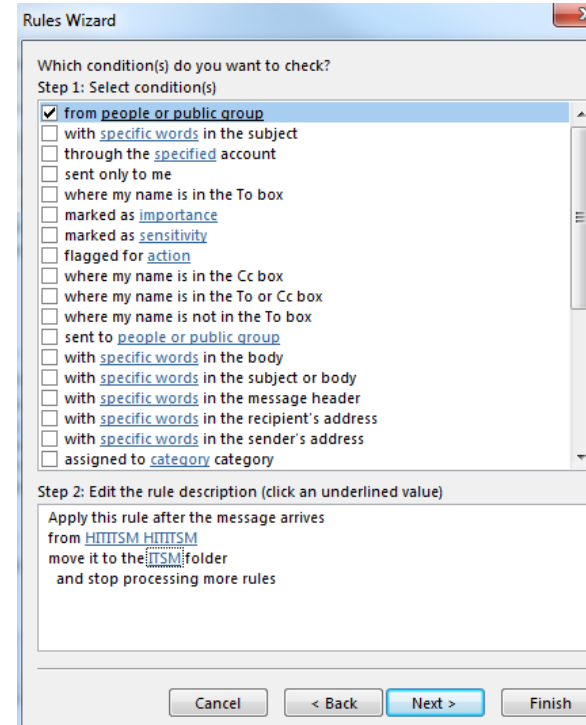
1. Click the **File** tab.
2. Click **Manage Rules & Alerts**
3. In the **Rules and Alerts** dialog box, on the **E-mail Rules** tab, click **New Rule**.
4. In the **Rules Wizard** dialog box, in the **Stay Organized** section, select **Move Messages from someone to a folder** then **Next**.
5. In the **Rules Wizard** dialog box, in **Step 1: Select conditions**, check **from people or public group**. In **Step 2**, click the link for people or public group. then click on that link.
6. The **Rule Address** dialog box will appear. Enter HITITSM then double click the match that appears which is **HITITSM HITITSM**.



Click **OK**.

7. This will return you to the **Rules Wizard** dialog box. In the **Step 2** section, click on the **specified** folder link.
8. In the **Rules and Alerts** dialog box, select (or create) the appropriate folder then click **OK**.

9. The result should resemble:



10. Click **Finish** in this dialog box then **Apply** followed by **OK** in the next.