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Duplicate e-mails in Outlook: where they come from and how to stop them

E-mail

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RLX Holdings, S.A. · Group RLX Holdings

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The short answer: duplicate e-mails in Outlook are almost never the sender sending twice. They come from the **same account set up twice**, a **POP** account downloading what it already had, a **rule** that copies instead of moving, or a **forwarder** that brings mail back into the same mailbox.

Where they come from

Symptom	Most likely cause
Every e-mail appears twice, always	The account was added twice to the same Outlook profile (sometimes once as IMAP and once as POP).
All the old ones come back at once	A POP account lost track of what it had downloaded and downloads everything again. Or the data file was rebuilt.
Only mail going into one folder doubles	An Outlook rule with “copy to” instead of “move to”, or two rules doing the same.
Only mail from one address doubles	A forwarder or a distribution list that includes your own mailbox.
Only sent mail appears twice	Outlook keeps a copy and the server keeps another. See sent and deleted items with IMAP .

Stopping the duplicates

1

Count the accounts: in **File > Account Settings**, check whether the same address appears more than once. If so, remove the extra account (check first whether it is POP: **POP or IMAP**).

2

Review the rules: File > Manage Rules & Alerts. Look for repeated rules or ones that “copy”. Switch them off one at a time to find the culprit.

3

Check forwarders in cPanel: under **Forwarders**, make sure no address forwards to the mailbox itself or to another one you also have in Outlook.

4

Compare with webmail: if there are no duplicates there, Outlook is creating them. If there are, the server receives twice (forwarder or list).

5

To clean the ones already there, sort the folder by date received and delete repeats in blocks, or use Outlook’s conversation clean-up.

Before removing a POP account, make sure the mail exists somewhere else. If the POP account is the only one with the history, removing it can delete messages that exist only on that computer.

Moving to IMAP ends most duplicates for good: there is a single copy, on the server, and every device shows the same one.

Duplicates still coming? Tell us the address and whether you see them in webmail too.

[Open a support ticket](#)

SEE ALSO

[POP or IMAP: which to choose, and what you lose by picking wrong](#)

[Sent and deleted e-mails missing in Outlook with IMAP: setting the right folders](#)

[Outlook is not syncing: missing e-mails and folders that do not update](#)

[How to stop spam in Outlook: the filter on your computer and the one on the server](#)

[How to access your webmail](#)

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 • CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz • +258 84 635 1111 • +258 86 635 1111 • www.interweb.co.mz
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