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How to create e-mail filters in Roundcube

E-mail

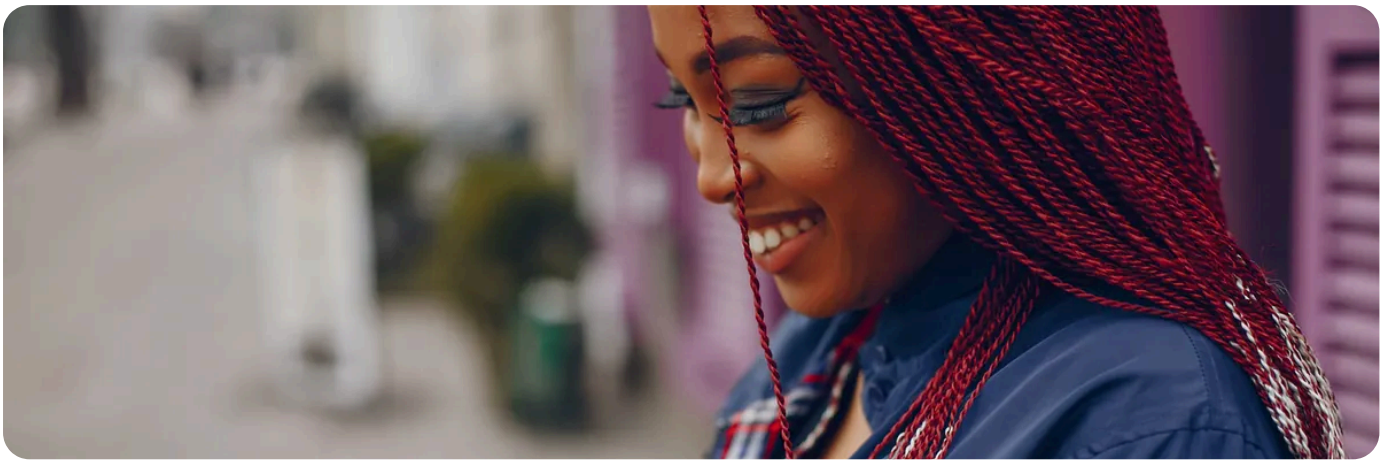
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-66	v2026.10.20	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

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How to create e-mail filters in Roundcube

E-mail Created on **August 14, 2026** Updated on **October 20, 2026** 2 min read



Filters sort incoming mail for you automatically - move invoices to a folder, flag messages from a client, or forward a copy elsewhere, without touching anything after setup.

Creating a filter

1. Sign in to **webmail**, then open **Settings** in the left-hand menu.
2. Select **Filters**, then click **Create** (top right).
3. Give the filter a name you'll recognise later, and make sure it's set to **Enabled**.
4. Choose whether it should match **all** the conditions below or **any** of them.
5. Add a condition - pick the field (**From**, **Subject**, message body...), the comparison (**contains**, **is equal to**, **does not contain**...) and the text to match.
6. Add an action - for example **Move message to** a folder, **Mark as read**, or **Forward message to** another address.
7. Click **Save**.

A common example: a filter where *Subject* **contains** *"invoice"* moves the message to a folder named *Billing* automatically.

Order matters.
Filters run top to bottom, and you can create as many as you like - reorder them from the filter list if one needs to run before another.

NEED A HAND?

Want help setting up a specific filter? Just describe what you need.

Open a support ticket →

Forwarding, testing and switching a filter off

- **Forward a copy:** condition *From contains* the client's address, action **Send message copy to** with the other address. With **Redirect message to** instead, it does not stay in your mailbox.
- **Have the last word:** on a filter that must not be followed by others, add a second action, **Stop evaluating rules**. The filters below it no longer touch that message.
- **Test it:** send yourself a message from another address that meets the condition. Filters act only on mail that arrives after they are saved; what is already in the inbox stays where it is.
- **If it does nothing:** check the text of the condition and the choice between all and any. To pause it, switch off **Enabled** instead of deleting it.
- **Changing mail app:** these filters run on the server, on arrival, so they keep working in Outlook, on the phone or anywhere else. Rules made inside Outlook or Thunderbird are different: they only run while that program is open.

SEE ALSO

To cut the junk before you need rules at all:
How to stop spam reaching your mailbox: what we filter and what you can do →

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Works in Outlook, on your phone and in the browser

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