Email Filters in cPanel: Filters for One Mailbox or the Whole Account

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cpanel-email-filters/

In shortcPanel has two filtering tools: **Email Filters** for rules on one mailbox, and **Global Email Filters** for rules applied to all mail on your account. Create a filter, choose a condition (such as From contains...) and an action (discard, deliver to folder or redirect), then save.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-email-filters-en.mp4?_=1

A customer asked: "I get dozens of newsletters a day from one site and want them in a separate folder, not the inbox."

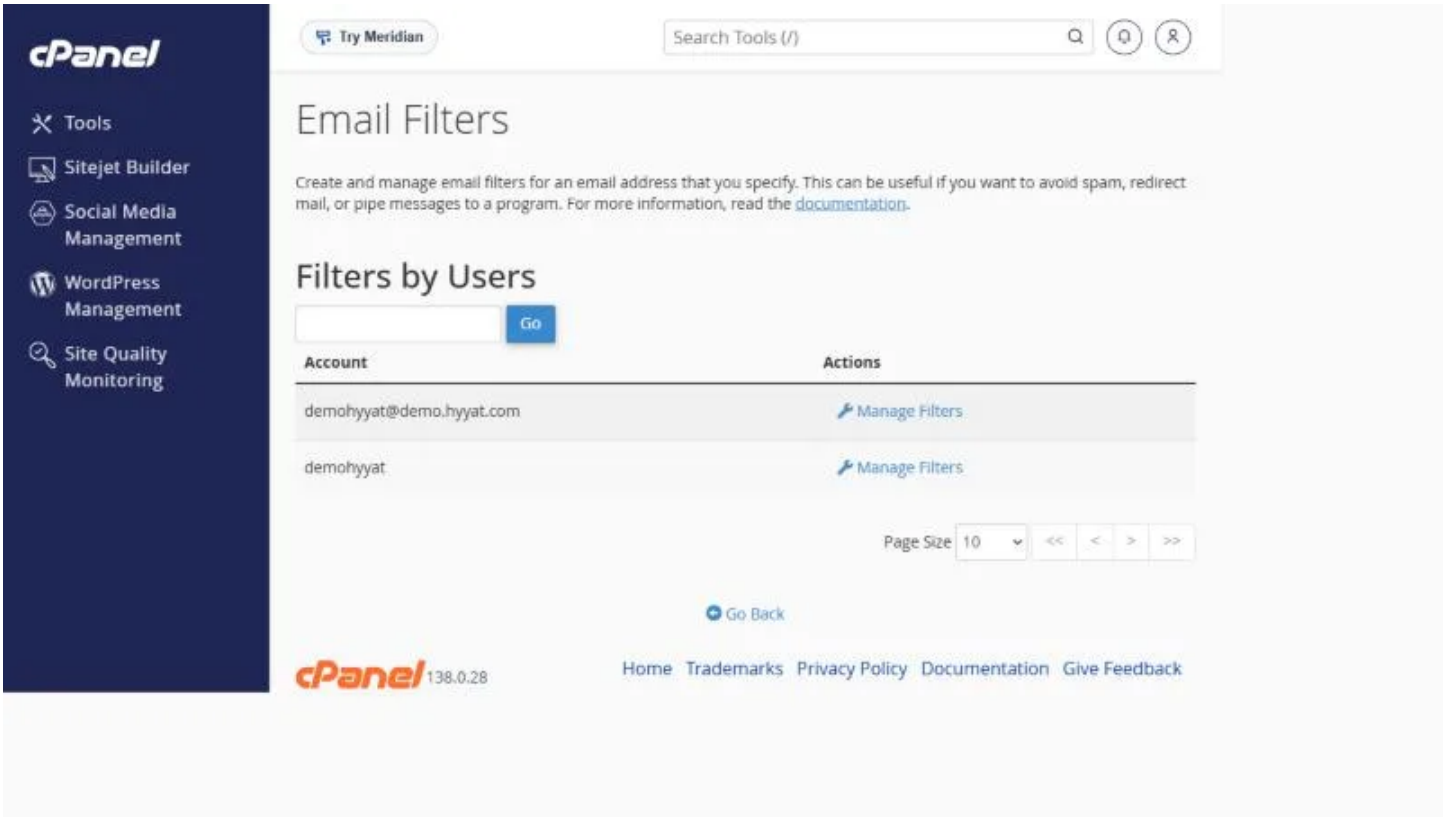
Filters organise your mail automatically: discard spam from a certain sender, move invoices to their own folder, or redirect messages containing a keyword to a colleague. They run on the server, so they apply before the message reaches your phone.

Two filtering tools

Tool	Applies to	When to use it
Email Filters	One mailbox you choose	Rules for one person or address
Global Email Filters	All incoming mail on your account	Blocking a spammer for every address

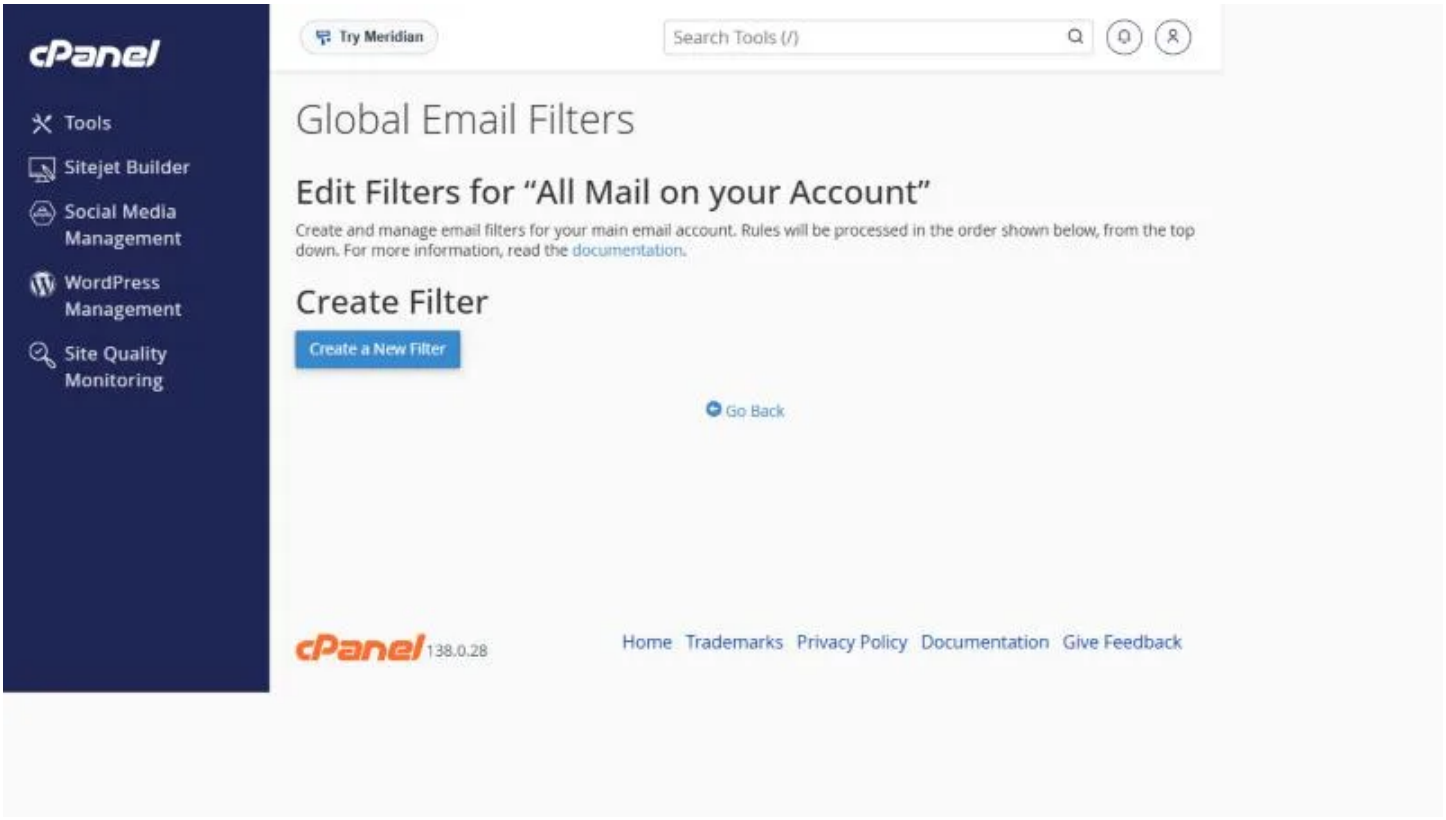
A filter for one mailbox

1. **Open Email Filters** in the Email section of cPanel.
2. **Click Manage Filters** next to the mailbox.
3. **Click Create a New Filter** and give it a name.



A global filter for the whole account

Open **Global Email Filters** and click **Create a New Filter**. Rules here run in order from top to bottom on all mail.



Parts of a filter

Part	Examples
Field	From, Subject, To, Body
Condition	contains, equals, begins with, does not contain
Action	Discard Message, Deliver to Folder, Redirect to Email, Fail with Message

Useful examples

- **Block a spammer:** From contains spam@example.com → Discard.
- **Sort invoices:** Subject contains "invoice" → Deliver to Folder: INBOX.Invoices.
- **Route customer requests:** Subject contains "order" → Redirect to sales@yourcompany.com.

Careful with Discard: messages discarded by a filter cannot be recovered. Test a filter by delivering to a folder first, then switch to discard once you are sure.

For spam in general, use Spam Filters rather than many manual filters.

Email Filters or Spam Filters?

- Spam Filters detects spam automatically without you writing rules.
- Manual filters are for specific cases you know: a certain sender or subject.
- Start with Spam Filters and add manual filters for what remains.
- Order global filters carefully, because they run from top to bottom.

Examples from customer tickets

- **A front desk** created a filter moving payment gateway mail to a Payments folder, leaving the inbox for customers only.
- **A customer filtered on "contains" a short word** and caught many unrelated messages. A tighter rule is "equals" or the full sender address.
- **A company needed one rule for all staff** and used the account-level filter instead of repeating it in every mailbox.

For spam in general, do not pile up filters; turn on Spam Filters, which draw on thousands of ready rules.

Frequently asked questions

What is the difference between Email Filters and Global Email Filters?
Email Filters apply to one mailbox; Global Email Filters apply to all incoming mail on your account.

How do I block a sender?
Create a filter: From contains their address, action Discard.

Can I recover a message a filter discarded?
No. That is why you should test by moving to a folder first.

Do filters work in my phone app?
Yes, because they run on the server before mail reaches any app.

Can I test a filter before using it?
Yes, the filters page lets you test against a sample message.

Related guides

- The Email Section in cPanel: A Guide to Every Tool and When to Use It
- Spam Filters in cPanel: SpamAssassin and the Spam Box Folder
- Email Forwarding (Forwarders) in cPanel: Send Mail From One Address to Another

All cPanel guides →

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