If you opened the malware email and clicked on the "View Message" button while you were reading the email in Outlook, either the Outlook application on your computer, or Outlook in a browser, then the instructions below apply. If you see any other mail in your Inbox after the malware mail, then the malware did not successfully accomplish what it was trying to do.

The malware added a mail processing rule to your mailbox. The rule deletes all incoming mail before it reaches your Inbox. You must delete the mail processing rule that the malware created. After you have deleted the rule, look in your deleted items/trash folder for the mail that you received after opening the malware email and before deleting the rule.
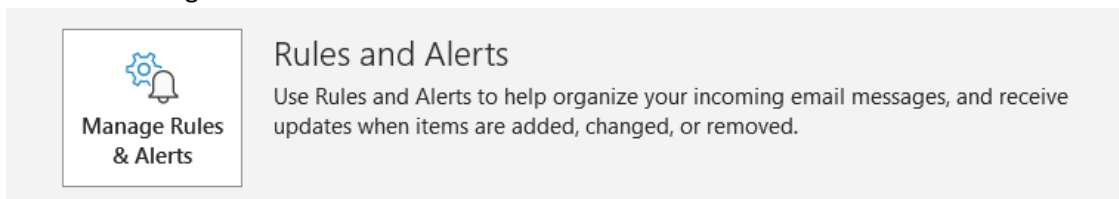
Below are instructions for removing the rule. Note that Microsoft changes its user interfaces frequently, and so what you see may not be exactly the same.

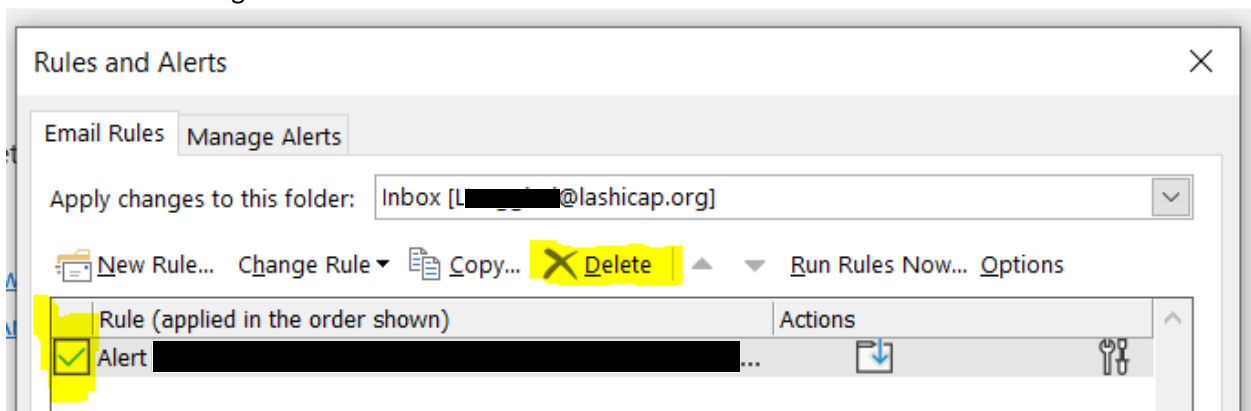If you are using the Outlook application installed on your laptop/desktop:

1. Open the File menu (upper left).
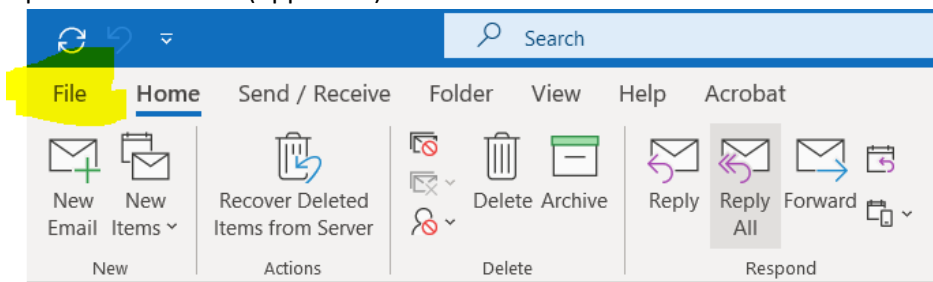
2. Click on "Manage Rules and Alerts"

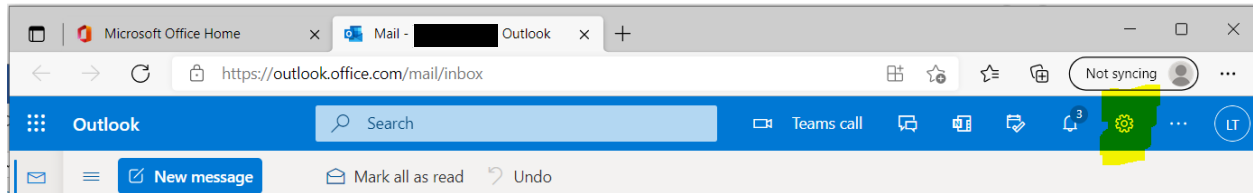3. You will see a dialog box which looks like this:

4. It's a good idea to check all rules to make sure that you added them and that they are still appropriate. The rule you need to remove has a single letter name (but that could be different). The rule description will say to delete the message and stop processing any additional rules. "Check" the rule in the left-hand column (highlighted above) and click on "X Delete" (also highlighted above).
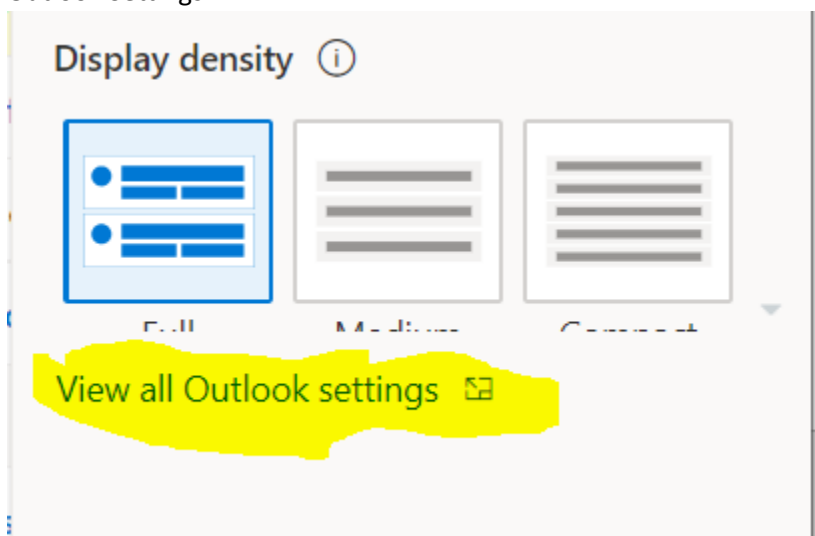
5. Check for mail that you may have received after the malware mail by looking in your delete items/trash folder.
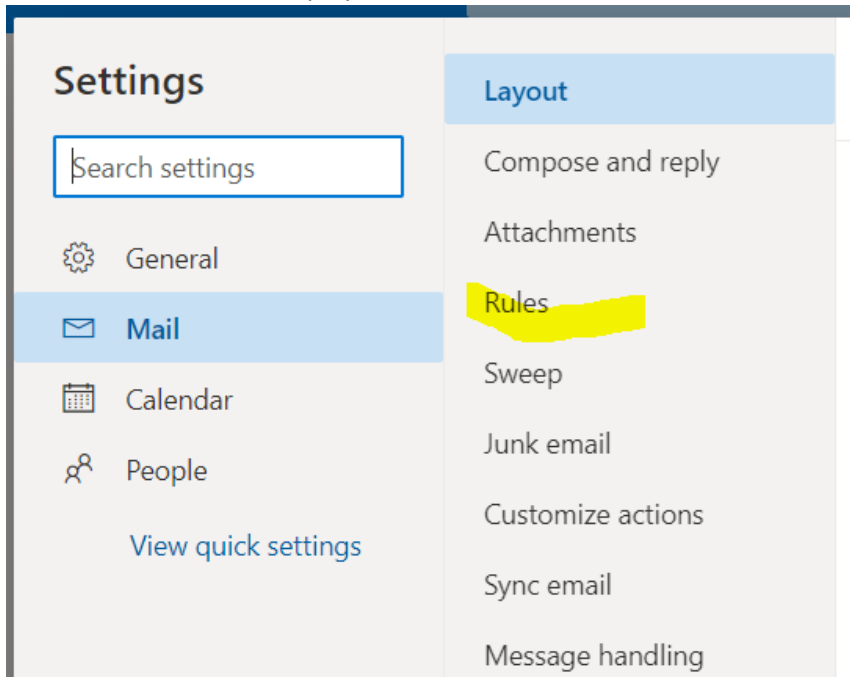
In the Outlook "app" in a browser:

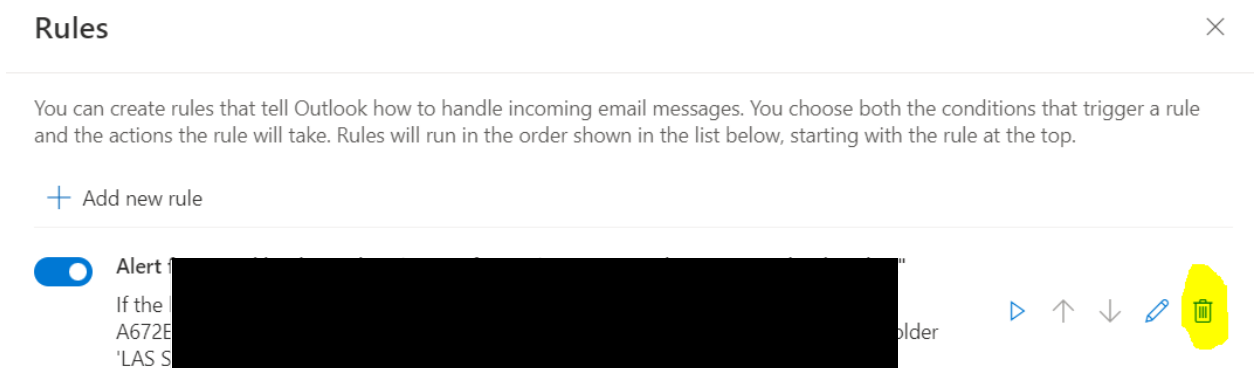1. Click on the "gear" icon in Outlook's main window (highlighted below)

2. A new window pane will appear on the right side. Near the bottom of the pane, select "View all Outlook Settings"

3. A new window will be displayed. Select "Rules"

4. The Rules window pane will appear

5. It's a good idea to check all rules to make sure that you added them and that they are still appropriate. The rule you need to remove has a single letter name (but that could be different). The rule description will say to delete the message and stop processing any additional rules. Click on the trash can icon to remove the rule (highlighted above).

6. Check for mail that you may have received after the malware mail by looking in your delete items/trash folder.