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# Global Email Filters in cPanel: one rule for every mailbox on your domain

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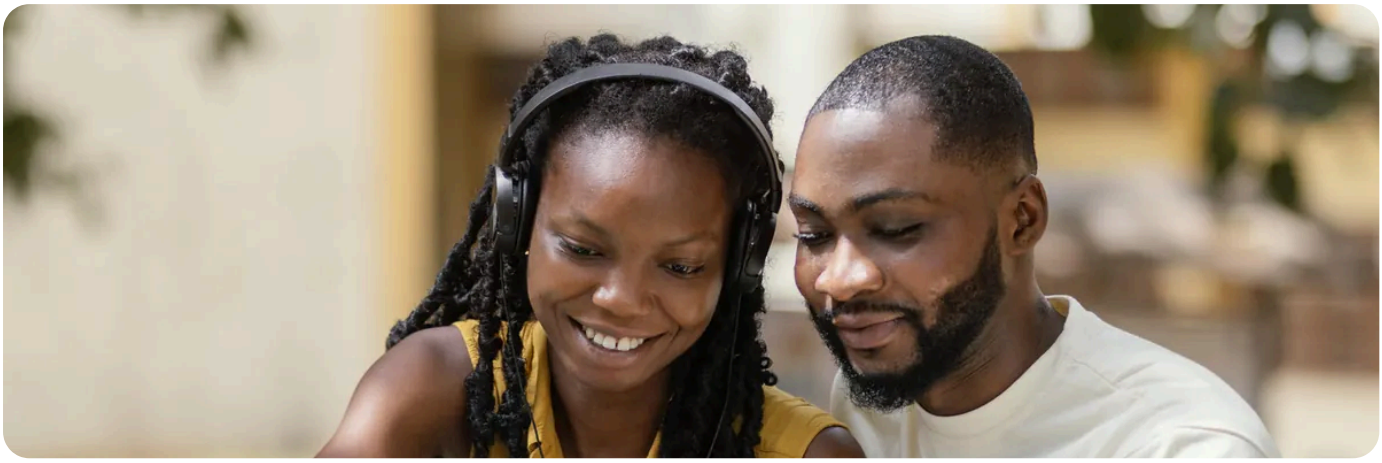
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# Global Email Filters in cPanel: one rule for every mailbox on your domain

E-mail Created on **November 13, 2026** 3 min read



**The short answer:** cPanel has two kinds of filter. **Mailbox filters** (Email Filters, or the ones in webmail) only apply to that mailbox. **Global filters** (Global Email Filters) apply to **all mail arriving at the account**, before it reaches any mailbox. They are the right tool when one rule has to hold for the whole team: blocking a persistent sender, refusing a kind of message, diverting a subject.

## Global filter or mailbox filter?

| | Global filter | Mailbox filter |
|---|---|---|
| **Where you create it** | cPanel, Global Email Filters | cPanel, Email Filters, or in webmail |
| **Which mail it applies to** | All mail arriving at the account | Only that mailbox's mail |
| **Who manages it** | Whoever has cPanel access | The mailbox owner, in webmail |
| **Good for** | Company-wide rules | Sorting one person's mail into folders |

To sort one person's mailbox into folders, use the webmail filters: **creating filters in Roundcube**.

## Creating a global filter

1. **Log in to cPanel** and, in the Email section, open **Global Email Filters**. Create a new filter and give it a name that says what it does.

2. **Write the condition:** pick the field (sender, subject, recipient, body, a header), the comparison (contains, equals, begins with) and the text.

3 **Pick the action:** for example, fail with a message to the sender, redirect to an address, or discard.

4 **Test before you trust it.** The filters page has an area where you can test a sample message and see which filter catches it and what it does.

## Examples that make sense

| Problem | Condition | Action |
|---|---|---|
| **A sender who will not stop, and writes to everyone** | Sender contains their address | Fail with a message (they learn it is not accepted) |
| **Quote requests arrive at any address** | Subject contains "quote" | Redirect to sales@ |
| **A spam run with the same subject in every mailbox** | Subject equals the campaign text | Redirect to a quarantine mailbox, and only later discard |

**"Discard" leaves no trace.**
A discarded message goes to no folder, does not go back to the sender and cannot be recovered. A loosely written condition (subject contains "invoice", say) can make legitimate mail vanish for the whole company. Start by redirecting to a quarantine mailbox for a few days, and only then switch to discard.

**For spam in general, global filters are not the first step.**
The cPanel spam filter, with the spam folder turned on, catches far more with less risk: see **how to stop spam reaching your mailbox**. Keep global filters for the specific cases the spam filter misses.

If a message goes missing and you suspect a filter, Track Delivery in cPanel shows what happened to each message that reached the server.

NEED A HAND?

A rule that does not do what you expected, or mail that disappeared? Open a ticket with an example.

Open a support ticket →

SEE ALSO

How to create e-mail filters in Roundcube →

- How to stop spam reaching your mailbox: what we filter and what you can do
- Catch-all, forwarders and aliases: the three that get confused
- Email Routing in cPanel: local, remote or automatic, and the mail that vanishes
- Plus addressing: name+tag addresses to sort sign-ups and see who shared your address
- Keeping a business inbox under control: folders, flags, Archive and a weekly routine



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