

Stay On Top of Your Email

Microsoft has added a new feature that helps filter your low-priority email—saving time for your most important messages. They call it Clutter.



Clutter looks at what you've done in the past to determine the messages you're most likely to ignore. It then puts them here, in the Clutter folder. Just keep using email as usual and Clutter will learn which messages aren't important to you. From time to time, Clutter might get it wrong. You can move the messages they have incorrectly identified as clutter to your inbox, and Clutter will take notice.

Clutter is like the Junk and Inbox folders, it stays there until you manually delete or move it.

If you find Clutter is not for you, you can turn it off any time.

Turn Off Clutter

You can turn Clutter off anytime in Outlook Web App.

1. Sign in to Outlook Web App. Then, go to **Settings**  > **Options** > **Mail** > **Automatic processing** > **Clutter**.
2. Unselect “**Separate items identified as Clutter**”, and then click  **Save**.

NOTE The Clutter folder remains in Outlook after you turn off the Clutter feature.