

Clutter

Microsoft’s Clutter feature in Office 365 is a “second-tier” Inbox folder containing emails that you usually ignore by analyzing your email habits, and based on your past behavior.

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Help Clutter learn your preferences faster

It might take **Clutter** a while to fully adapt to your preferences as it records your choices and uses that information to identify similar messages in the future. However, you can help Clutter learn your choices faster by doing the following:

- If you see a message that was sent to Clutter by mistake, move it from the Clutter folder to your Inbox.
- If you see a low priority email in your Inbox, move it to the Clutter folder.

Just as junk email is filtered before it reaches your Inbox, Clutter does the same. After any messages labeled as junk are sent to the Junk Email folder, Clutter then analyzes any remaining messages and filters out email that you typically ignore or do not respond to.

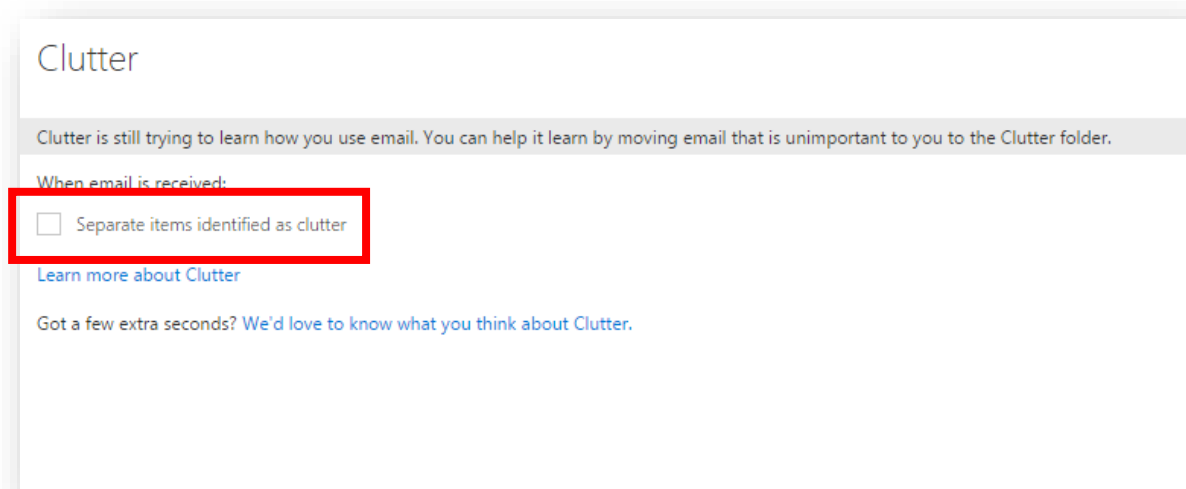
Note: If you are missing emails, users should look at the **Clutter** folder similar to the **Junk Email** folder.

Turn Clutter Off


You can turn Clutter off anytime in Outlook Web App. By default, the Clutter feature is turned on by Microsoft.

1. Follow the steps at the beginning of this document to sign in to Outlook Web App. Then, go to **Settings** ⚙️ > **Options** > **Mail** > **Automatic processing** > **Clutter**.
2. Uncheck **Separate items identified as Clutter**, and then click **Save**.

Note: The Clutter folder remains in Outlook after you turn off Clutter feature.

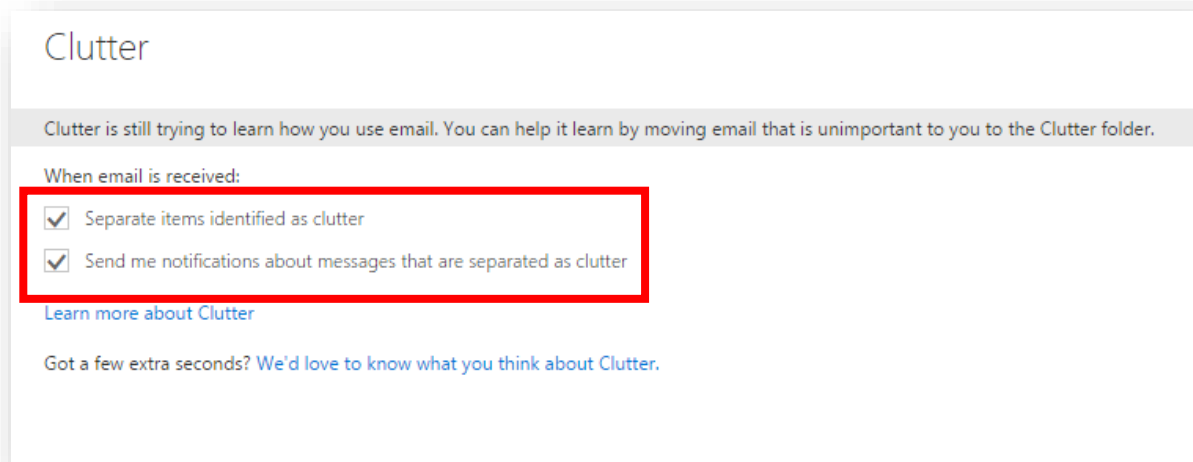


Turn Clutter On

If your Clutter is turned off and you wish to turn it on, go to **Settings**  > **Options** > **Mail** > **Automatic processing** > **Clutter**.

Select **Separate items identified as clutter**, and then click  **Save**.

You can also have Microsoft update you about any emails that are sent into the Clutter folder by checking the **Send me notifications about messages that are separated as clutter** box.



Learn More

You can learn more about Clutter here. <https://support.office.com/en-US/client/results?Shownav=true&lcid=1033&ns=OLWAO365B&version=15&omkt=en-US&ver=15&v=15.1.409.17&mode=Desktop&helpid=ms.exch.owab.InferenceMailSuggestionsLearnMore>