

# OFFICE 365: CLUTTER FEATURE IN OUTLOOK

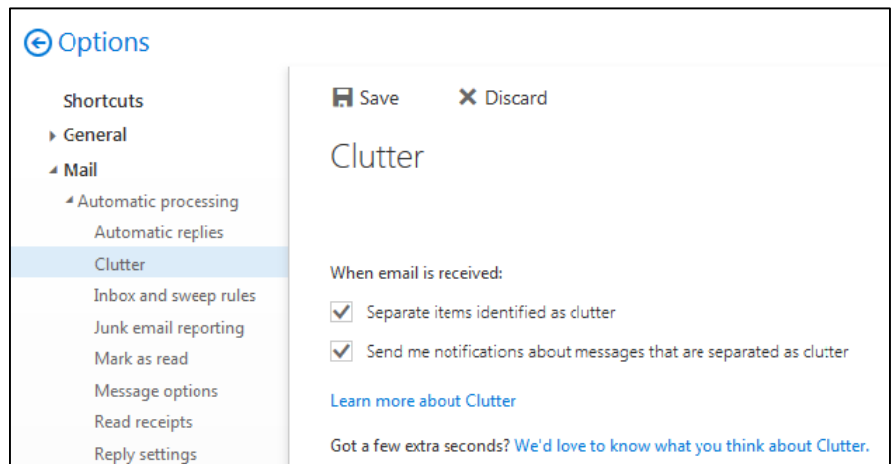
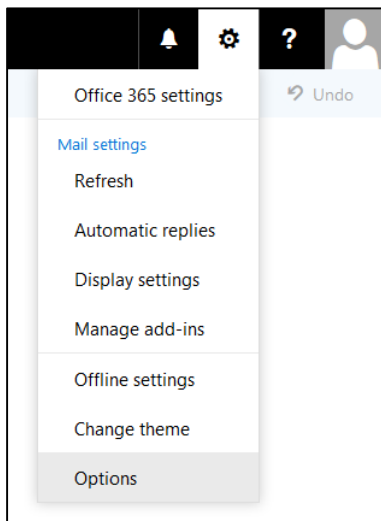
## What is Clutter?

Clutter is an Office 365 feature that automatically moves low-priority messages to a new folder called "Clutter". It works over time by analyzing your inbox workflow. Once it determines the messages you're most likely to ignore (messages you don't typically read, or ones where you don't participate in the conversation, etc.), it moves them into the Clutter folder within Outlook.

Junk mail and Clutter are filtered out before they reach your inbox. Junk mail is filtered first, then Clutter looks at the remaining messages, comparing them to what you've ignored in the past. Messages similar to those are sent to the Clutter folder so you can deal with them later.

## How to enable/disable Clutter

1. Log in to Outlook 365 by going to <http://webmail.nku.edu>, then click the gear icon in the upper right, and click **Options**.
2. Click **Clutter** under "Automatic Processing". Uncheck "Separate items identified as clutter" to disable it. Check it again to enable it.



**Note:** The Clutter folder remains in Outlook after you turn it off. If you don't want the folder to be listed, you can manually delete it (make sure to move any messages to another folder first).

## QUESTIONS?

Having trouble following the instructions in this PDF?  
Contact the IT Help Desk at <http://oit.nku.edu/help.html> or by phone at (859) 572-6911.