

ATTN Students: Missing some emails? They might be in your Office 365 Clutter folder!

Clutter explained: Microsoft recently added a new feature in Office 365 email that helps filter your low-priority email; it's called Clutter.

Clutter looks at what you've done in the past to determine the messages you're most likely to ignore. It moves these messages out of your inbox and into a separate folder called Clutter. Clutter learns which messages aren't important to you by identifying messages you don't read or reply to. Microsoft's goal is to save you time.

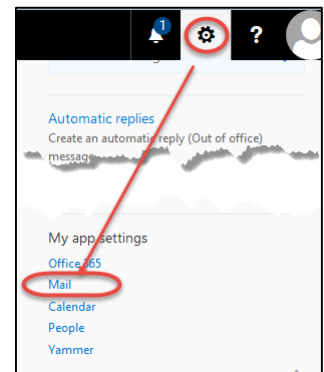
The Problem: Unfortunately, Clutter may get it wrong. Tech Services has had numerous reports from faculty that students aren't receiving all their messages. When we investigate, we find these "missing" emails in students' Clutter folders. This means you miss important information from faculty and others.

In addition, we have found that many students are not reading the emails from Microsoft about this new Clutter feature and, if you only sync your inbox with your smartphone or tablet, you may not even see the Clutter folder. If this is the case, you must open your Office 365 email on a desktop computer or laptop to view your Clutter folder.

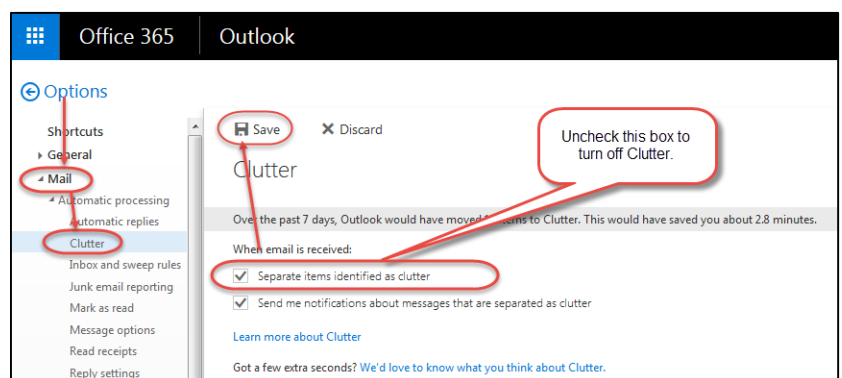
The Fix: Tech Services plans to disable the Clutter feature for **all** students as soon as possible, but until then, please check your Clutter folder for any emails you may be missing! If you want to, you may turn off Clutter for your own mailbox right now. See below for directions.

How to turn Clutter off in your Office 365 mailbox

1. Click on the **Gear (Settings)** icon in the upper right-hand corner of your mailbox screen.
2. Scroll down to **My app settings**, and click **Mail**



3. Look in the left column under Mail/Automatic processing/**Clutter**
4. **Uncheck the box** "Separate items identified as Clutter."

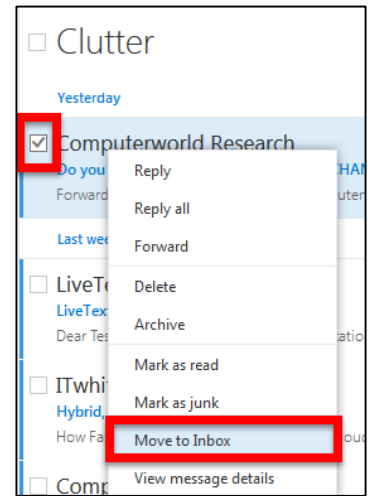


You can then move the messages Microsoft has incorrectly identified as clutter back to your inbox.

How to move emails out of the Clutter folder

1. Right mouse click on the email message(s) and select **Move to Inbox** or **Delete**.
2. To select multiple emails, **check the box** in front of the messages; then right mouse click and select an option.

If you have any questions about Microsoft's Clutter feature or your emails, please call the Help Desk at x6700 from on campus or 414-382-6700 from off campus, or email helpdesk@alverno.edu.



Thanks!

Technology Services