

Manage Clutter folder in Office 365

What is Clutter?

Clutter is an email filtering option available to people using Office 365. It is similar to an anti-spam filter as it moves less important email (based on your reading habits) into a 'Clutter' folder where they can be ignored or reviewed later. It is coming from valid sources and/or people that you've interacted with before. Most of the mail going into the folder should be bulk mail (advertisements) and messages from mailing lists. However, you will want to periodically check the Clutter folder as it may move legitimate email into this folder.

Clutter differs from Junk E-mail by the fact that it is coming from a valid source. The message isn't unsolicited (junk email), but could still be of low priority to you (Clutter).

Clutter can be disabled, if desired.

Turning Clutter Off

1. Log onto Outlook Web Access (OWA) with your Gettysburg College credentials
2. Click the **Settings** icon (the gear in upper right corner)
3. Select **Options**
4. Select **Automatic Processing**
5. Under Clutter, select **Don't separate items identified as Clutter**
6. Click **Save**.

If you are using OWA and need to mark messages as 'not clutter', either right click on the message and choose "Mark as not clutter" or just drag the message to the inbox. If there are messages you want marked as clutter, right click and choose "Mark as clutter" or drag it to the Clutter folder.

You can drag messages to the Clutter folder to "train" the tool to identify similar email in the future. The tool gets smarter over time, learning from your prior actions with similar messages.

Once clutter is enabled in OWA, it appears in other clients linked to that Exchange account.

[Using Clutter to sort low priority messages in Outlook](#)