New Tools for Office 365

Team,

We hope you have been able to explore the new Office 2013 software and the apps available to you on the web based Office 365. Microsoft occasionally will make new features and apps available to you and will publish them in your available apps section in Office 365. A new feature that was recently released is Clutter and you may have noticed an email from Microsoft explaining what it does.

Microsoft does provide some documentation for this tool;

> "Clutter helps you move low priority messages out of your Inbox so that you can easily scan for important messages. Clutter analyzes your emails, and based on your past behavior, determines the messages that you're most likely to ignore. It then moves those messages to a folder called Clutter so that you can review them later."

If you find that clutter is not useful for you and you wish to turn this feature off then please follow these instructions from Microsoft;

To Turn Clutter on or off

You need to turn on Clutter in Outlook Web App, so that you can use it both in Outlook Web App and Outlook.

Sign in to Outlook Web App.

At the top left corner of the page, select the App launcher icon, and then select **Mail**.
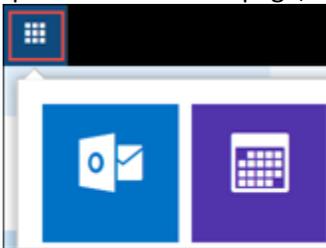
On the top right corner of the page, go to Settings > Options > Mail > Automatic processing > Clutter. Choose Separate items identified as Clutter, then Save .
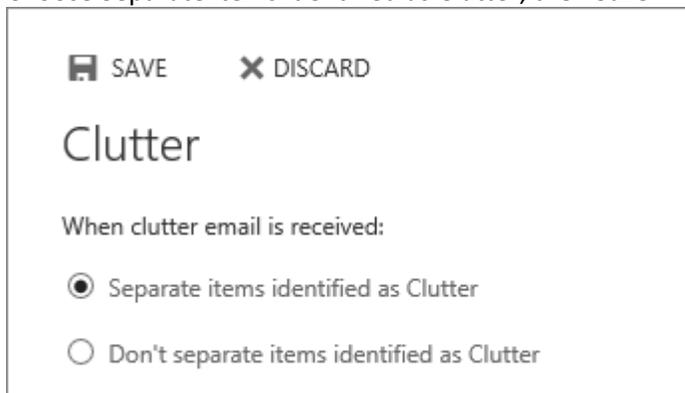
You can turn Clutter off anytime by selecting **Don't separate items identified as Clutter**.

Note The Clutter folder remains in Outlook after you turn off the Clutter feature. If you don't want the folder listed under your Mailbox, move the emails from Clutter to other folders, as appropriate, and then right-click the Clutter folder and choose **Delete Folder**.

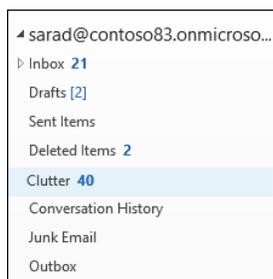## Clutter folder in Outlook and Outlook Web App

After you turn Clutter on, it starts analyzing your emails based on your behavior, and moves the low priority email messages to a folder called **Clutter** under your **Mailbox**.

You can view this folder both in Outlook Web App and Outlook.
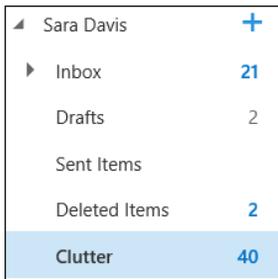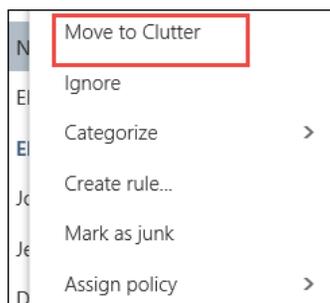
Outlook Web App   Outlook

## Help Clutter learn your preferences faster

It might take **Clutter** a few days to fully adapt to your preference, as the system records your choices and uses the information to identify similar messages in the future. But you can help Clutter learn your choices faster:

If you see a low priority email in your Inbox, right-click the message and choose **Move to Clutter**, or drag the email from your Inbox and drop it into the Clutter folder.
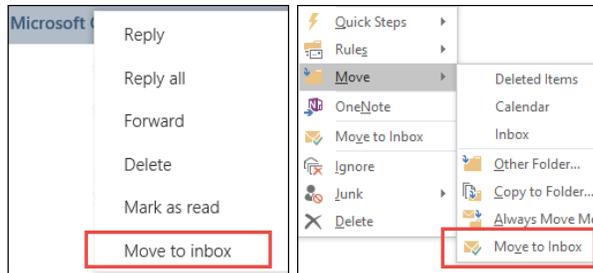
Outlook Web App   Outlook
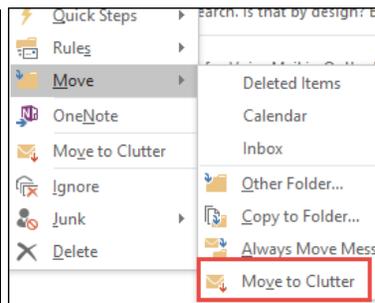
If you see a message that was sent to **Clutter** by mistake, right-click the message and choose **Move to inbox**, or drag the email from the Clutter folder and drop it in your Inbox.

Outlook Web App   Outlook

Note   Moving an email in or out of the Clutter folder, from any of your devices, is enough to give the signal to the Clutter system that an item is Clutter or not. For example, if you move an email to the Clutter folder in Outlook desktop, or the Mail app on your phone, the action gets recorded in the Clutter system on all your mail apps. You don't have to do this individually in each app.

How Clutter filters messages

Clutter and junk email are both filtered out before they reach your Inbox. Junk email is evaluated and filtered first, then Outlook processes the rules (if you have set up any). Next, Clutter analyzes the remaining messages and filters out the types of messages that you usually ignore or don't respond to, based on your past behavior.

Messages from certain people will never be identified as clutter:

- You
- Anyone in your management chain
- Your direct reports

Clutter looks at various aspects of messages to understand what you don't typically read, for example:

- The sender
- Whether you've participated in the conversation
- If you're the only recipient
- The importance

As your reading habits change, Clutter learns and adapts.