INSTRUCTIONS FOR TURNING CLUTTER OFF OR ON

Campus Technology Services has heard from many people that they are losing track of emails that have been sent to Clutter. This can happen to emails that you don't open. Microsoft in their wisdom determined that we were losing precious productivity time to emails we never read. This service is turned on by default in Outlook365. It will impact the emails delivered to your mail on the desktop client, web, or mobile device. This service can only be turned off from inside Outlook365.

Step 1: Open Outlook365 in your favorite browser.
http://Outlook.Office365.com (you may be using another address)
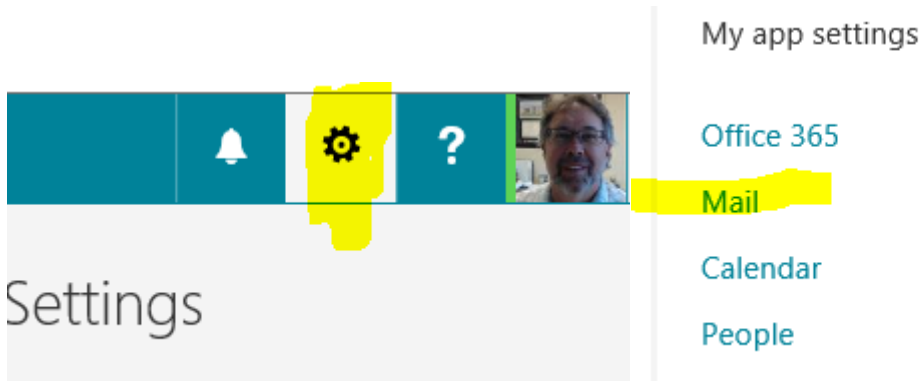
Step 2: Login with your campus email address and password

Step 3: You should be at your email account
See Image

Step 4: Click on the Setting Gear in the top right corner and choose mail

Step 5: Expand - Mail>Automatic processing and select Clutter on the left side of your browser window

Options

Shortcuts
▸ **General**
◢ **Mail**
  ◢ Automatic processing
    Automatic replies
    Clutter

Step 6: Uncheck the box that says: "Separate items identified as clutter"
Now your mail will no longer go to Clutter. Check the box if you want to use Clutter in the future.

Step 7: Click on Outlook in at the top of your browser window to return to your email

Office 365   Outlook