

From: [DII - Service Desk Information](#)
To: [DII - VSMS Desktop Clients](#)
Cc: [DII - VSMS Technicians](#); [DII - VSMS Managers](#); [DII - Service Desk Information](#)
Subject: Office 365 Outlook Clutter folder
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Attachments: [image003.png](#)

Who: VSMS Users, other agency/department Helpdesk Managers and Technicians

(Note to other helpdesk technicians – if you have migrated to Office 365, please forward this to your users)

What: Information regarding a new feature in Email (Clutter)



What is Clutter?

- Clutter is an automated email filtering option available to Office 365 customers.
- It is similar to an anti-spam filter as it directs less important email (based on your reading habits) into a 'Clutter' folder where they can be ignored or reviewed later.

Why use Clutter?

To automate the sorting of low priority messages in Outlook for quick clean up later.

How do I use Clutter?

Cutter Video

Knowledge Wave, the State of Vermont's new computer-based learning training partner, has a video that State employees can access to see what and how Clutter works. You will first need to sign up for the service through an email you would have gotten from education@mg.knowledgewave.com. (HINT: The email could be in your Clutter folder.)

To view the video, follow these instructions:

- Go to the [KnowledgeWave Learning Site](https://members.knowledgewave.com/login) and log in with your email address – <https://members.knowledgewave.com/login> (if you have trouble logging in, you can call KnowledgeWave for assistance at 1-800-831-8449)
- On the main dashboard page, click on the box for "Intro to Office 365"
- Watch the new video "What is Clutter?"

NOTE:

- It takes time for Clutter to fully adapt to your preferences as the system records your choices and uses the information to identify similar messages in the future.
- You can help Clutter learn your choices faster by placing (dragging and dropping) mail you would prefer not to receive in the folder, or by moving unread mail (dragging and dropping) into your inbox.

Detailed instructions for Clutter can be found on the DII Website:

<http://dii.vermont.gov/sites/dii/files/PDF/Support/MS0365-ClutterHowTo.pdf>

DII Service Desk

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