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?

Clutter 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 Clutter is and how it works. To access the KnowledgeWave Learning site, you will first need to sign up for the service through an email you would have previously received from KnowledgeWave (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 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 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.

April 29, 2016

View Items Moved to Clutter

How to see if you have messages in your clutter folder:
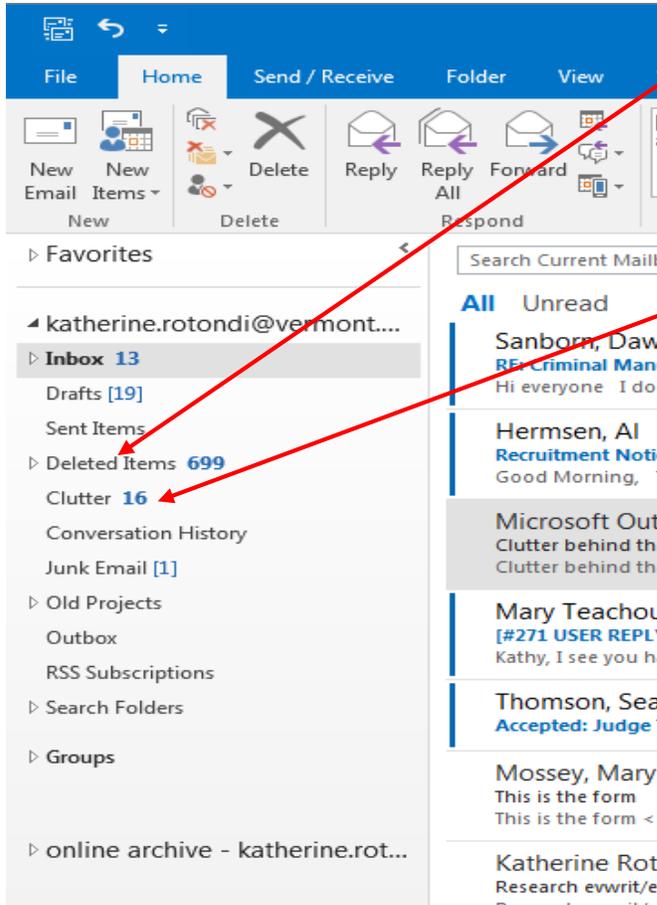
Clutter is located just below your Deleted Items folder

In this example, there are 16 unread items in the Clutter folder

Click the Clutter folder to reveal the items

NOTE: If you have a lot of folders under your Inbox, you may want to Add the Clutter folder to your Favorites, so it will always be on top. See instructions below on how to do that.
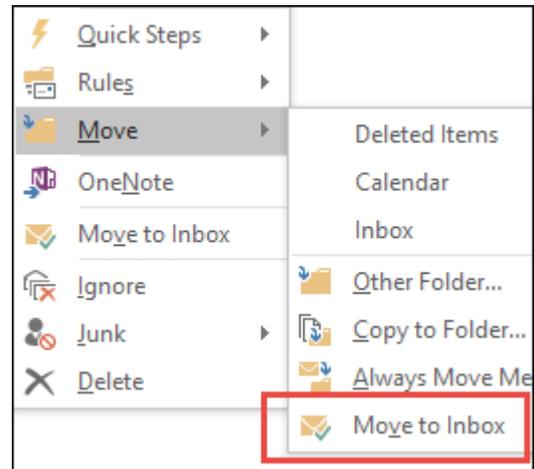
[Add Clutter to Favorites](#)

Teach Clutter

Click on the Clutter Folder. 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.
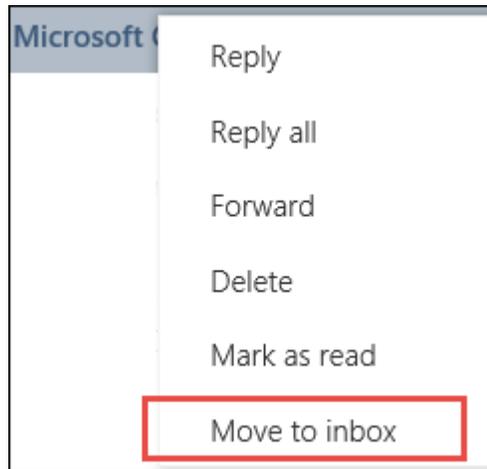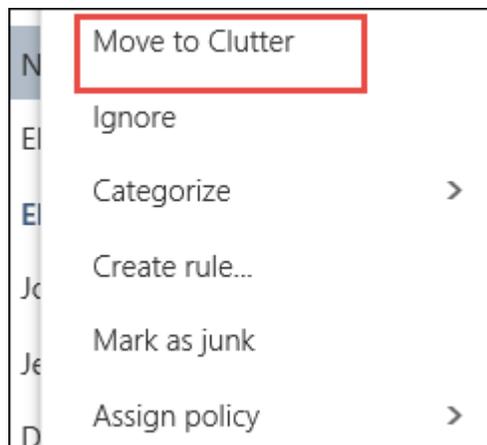
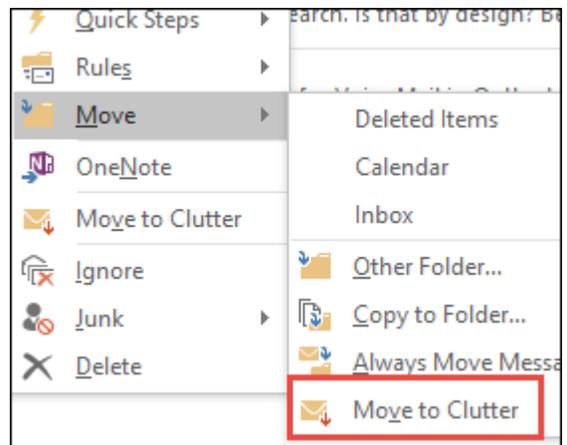**Outlook on the web**   **Outlook**

If you see a low-priority email (newsletters are great examples of low priority emails) 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.
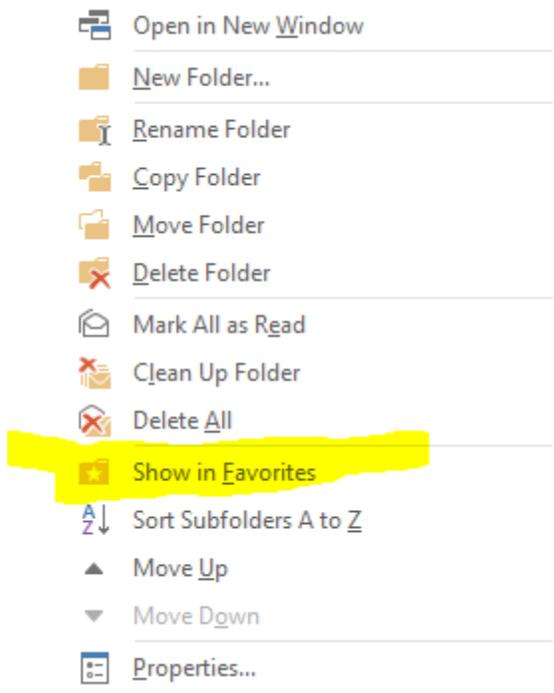
Outlook on the web   **Outlook Client**

Users can drag messages they deem suitable to the Clutter folder to "train" the tool to spot similar email in the future. The tool gets smarter over time, learning from your prior actions with similar messages.

Icon	Menu Item
🗗	Open in New Window
📁	New Folder…
📁	Rename Folder
📁	Copy Folder
📁	Move Folder
✖	Delete Folder
📭	Mark All as Read
📨	Clean Up Folder
✖	Delete All
⭐	Show in Favorites
↓	Sort Subfolders A to Z
▲	Move Up
▼	Move Down
📋	Properties…

Add Clutter to Favorites

If you wish to use Clutter to help organize your email, you may want to add it to your Favorites, if it's not already there. You can do that by right-clicking on the Clutter folder (see left) and choose "Show in Favorites".

It will then appear at the top of your folders under your Favorites.

Once Clutter is enabled, it appears in other clients linked to that Email account, including Outlook on both Windows desktops and notebooks, and the iPhone and Android OWA apps.

Note: If you have rules moving messages, Clutter is applied after server-side rules are applied and items touched by rules won't be filtered by Clutter.

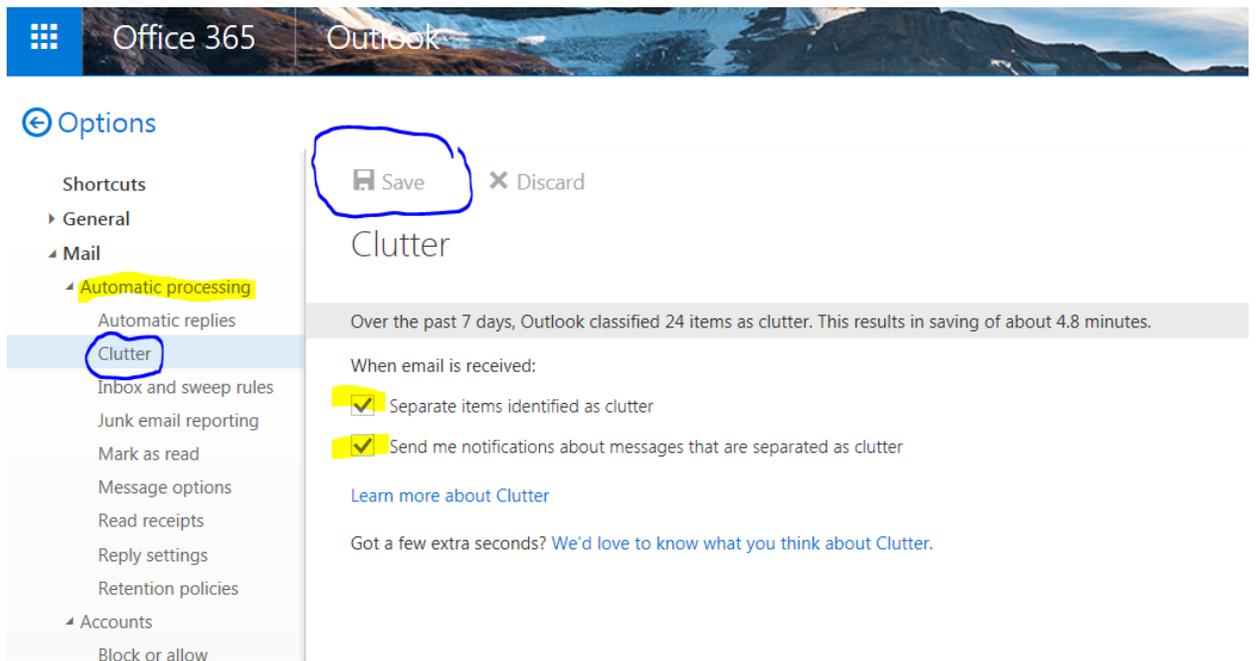Individuals can choose to disable Clutter if desired. See below.

Turning Clutter Off

If you need to turn off Clutter, you can do so in Outlook Web App in the Online Portal. This will apply to your Outlook desktop client, and the Outlook Web App, and any mobile devices you have connected to your email.

1. Log into https://portal.office.com with your Email address and State of Vermont password.
2. At the top left corner of the page, select the App launcher 🔲 icon, and then select **Mail (the icon in blue below)**.
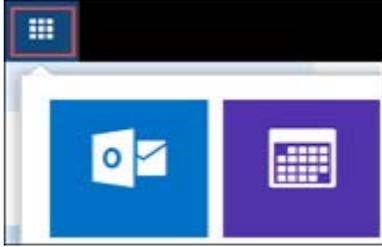
3. On the top right corner of the page, go to **Settings** ⚙> **Options** > **Mail** > **Automatic processing** > **Clutter**.
4. Under Clutter, UNCHECK **Separate items identified as Clutter**
5. Then click on **Save** 🖫.

NOTE The Clutter folder remains in Outlook after you turn off the Clutter feature.

View Source: https://support.office.com/en-us/article/Use-Clutter-to-sort-low-priority-messages-in-Outlook-7b50c5db-7704-4e55-8a1b-dfc7bf1eafa0