


The clutter feature enabled in Office 365 and Outlook is a tool used to filter mail according to the user's preferences. Rather than creating rules, the clutter feature allows the user to "train" the box to recognize what is spam/junk and what is important. It is as simple as moving messages to or from this folder to train. It has been brought to our attention that some people may not want to have this feature enabled at all. This technical document will guide you through the quick process of disabling the clutter folder.

**Note: This feature is automatically enabled on all current and new email accounts.*

1. First you will want to login online to office 365. You can either go to mail.hiram.edu or access the mail application through our my.hiram.edu site.

**Note: This feature CANNOT be disabled via the Outlook Application on your desktop.*

2. Upon logging in, you will want to look at the right-hand side of your screen and click on the settings icon which appears as a gear as shown here: 
3. Select the Mail option at the very bottom of the dialogue box:

My app settings

Office 365

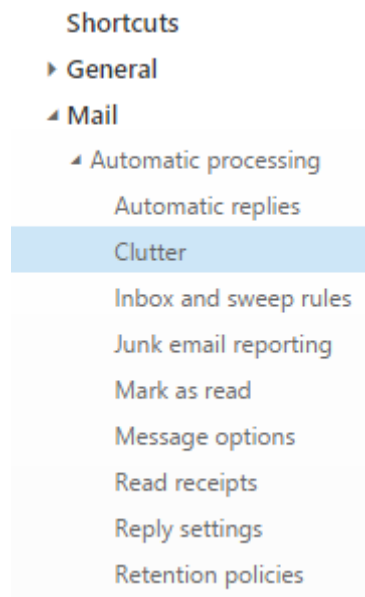
Mail

Calendar

People

Yammer

4. You will then be taken to a screen that has many different categories and subcategories. You will want to navigate to Mail>Automatic Processing>Clutter as seen on the following page:



5. Once in this subcategory, you will want to deselect the option, "Separate items identified as clutter."

Following these instructions will disable the clutter feature from sorting future emails. To turn the feature back on, you simply follow these instructions, but select the option, "Separate items identified as clutter."

For any questions or concerns, please contact the helpdesk at helpdesk@hiram.edu or by phone at (330)569-5313. Other information about Office 365 can be viewed at our site, helpdesk.hiram.edu.