

Conecte



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WHAT IS **CLUTTER**

"Clutter" can help you filter low-priority email, saving time for your most important messages. The email server keeps track of the email you read and the ones you don't. Once you turn it on, Clutter is automatic. As new email comes in, it takes messages you're most likely to ignore and puts them into the "Clutter" folder. The more you use it, the better it gets. And if you find Clutter isn't for you, you can turn it off.

 Office 365

Sign in with your work or school account

khubaib@lums.edu.pk

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Keep me signed in


Sign in

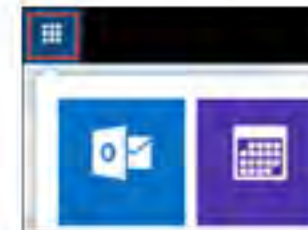
[Can't access your account?](#)



[Don't have an account assigned by your work or school? Sign in with a Microsoft account](#)

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.

1. Sign in to **Outlook Web App**. For help, see **Sign in to Outlook Web App**.
2. At the top left corner of the page, select the App launcher  icon, and then select **Mail**.



3. On the top right corner of the page, go to Settings  > Options > Mail > Automatic processing > Clutter.
4. Choose Separate items identified as Clutter, then **Save**  .



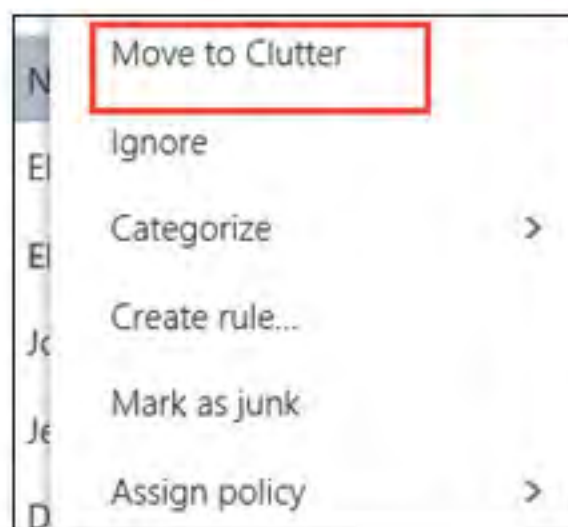
5. You can turn Clutter off anytime by selecting **don't separate items identified as Clutter**.

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

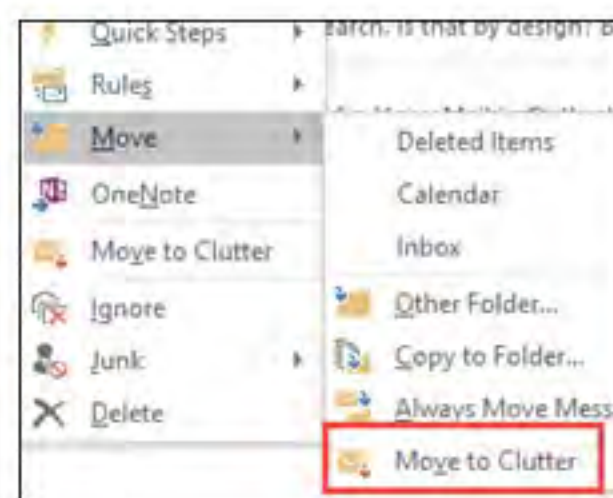
HELP LEARN YOUR PREFERENCES *FASTER*

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.

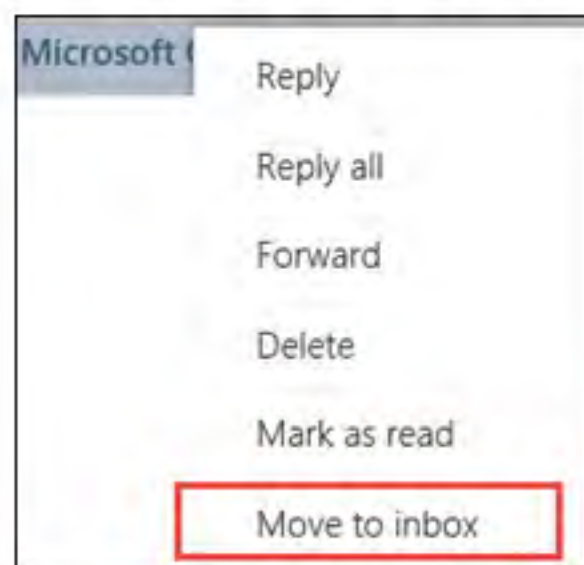


Outlook WebApp

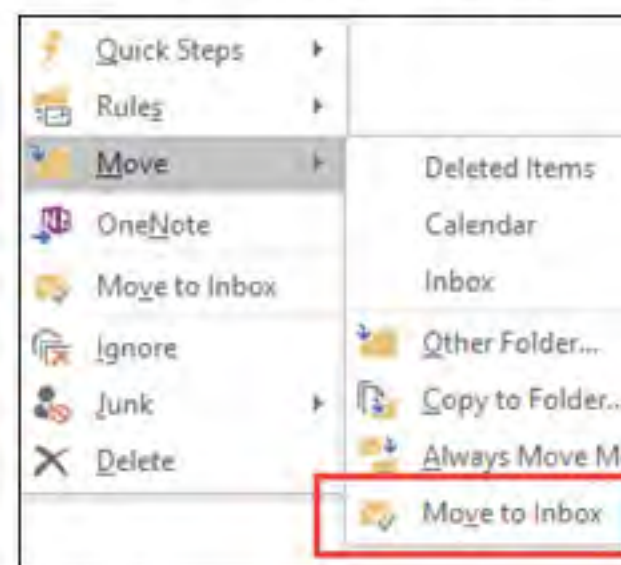


Outlook

- 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 WebApp



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 MESSAGE

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.

