



Outlook - Manage and organize: Clean up Inbox

Overview of the Junk Email Filter

By default, the Junk Email Filter is turned on and the protection level is set to **No Automatic Filtering**. You can make the filter more aggressive by [changing the level of protection](#) that it provides. The Junk Email Filter evaluates each incoming message based on several factors. These can include the time when the message was sent and the content of the message.

To change the options for the Junk Email Filter, do the following:

- Click **Home > Junk > Junk Email Options**.

Junk email filter lists

While the Junk Email Filter checks your incoming messages automatically, Junk Email Filter Lists let you control what is considered spam. You can add names, email addresses and domains to these lists so the filter doesn't check messages from sources you trust, or blocks messages that arrive from specific email addresses and domains you don't know or trust.

Safe Senders list

Email addresses and domain names in the Safe Senders List are never treated as junk email, regardless of the content of the message. You can add your Contacts and other correspondents to this list. However, by design, safe domains are not recognized by default in Exchange Online or in Exchange Online Protection. Only blocked domains, blocked sender addresses, and safe sender addresses are recognized. If you use a Microsoft Exchange Server account, all names and addresses in the global address list (GAL) are automatically considered safe. The Safe Sender limit is 1024.

Safe Recipients list

If you belong to a mailing list or a distribution list, you can add the list sender to the Safe Recipients List. Messages sent to these email addresses or domain names are never treated as junk, regardless of the content of the message.

Blocked Senders list

You can easily block messages from particular senders by adding their email addresses or domain names to the Blocked Senders List. When you add a name or email address to this list, Outlook moves any incoming message from that source to the **Junk Email** folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.

Blocked Top-Level Domains list

To block unwanted email messages from another country/region, you can add country/region codes to the Blocked Top-Level Domains List. For example, checking the CA [Canada], US [United States], and MX [Mexico] boxes in the list blocks messages from email addresses that end in .ca, .us, and .mx.



Outlook - Manage and organize: Clean up Inbox

Blocked Encodings list

To block unwanted email messages that appear in another character set or alphabet, you can add encodings to the Blocked Encodings List.

Junk Email Filter differences when Cached Exchange Mode is turned on or off

If you use an Exchange account, you have access to another layer of tools to combat junk email.

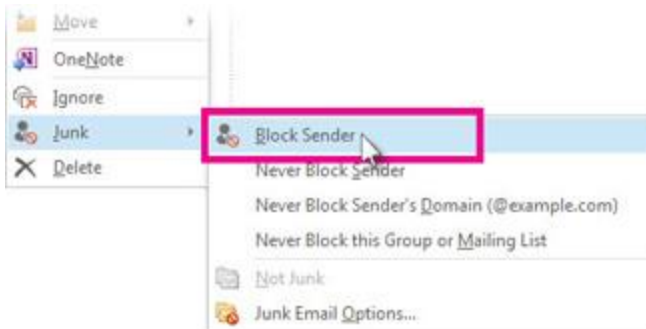
- **If you use Cached Exchange Mode or download to an Outlook data file (.pst)** The Junk Email Filter Lists are saved on the server and are available from any computer. The filter lists are also used by the server to evaluate messages. This means that if a sender appears in your Blocked Senders List, then messages from that sender are moved to the **Junk Email** folder on the server, and they aren't evaluated by Outlook.
- **If you work online** The Junk Email Filter Lists are saved on the server. They are available from any computer, but only if you have the Junk Email feature enabled in Outlook Web Access or Outlook Web App. The filter lists are also used by the server to evaluate messages. This means that if a sender appears in your Blocked Senders List, then messages from that sender are moved to the **Junk Email** folder on the server, and they aren't evaluated by Outlook.

Add names to the Junk Email Filter lists

Block a sender

When you no longer want to see messages from someone, you can block a sender.

- Right-click a message from the sender you want to block, and then click **Junk > Block Sender**.



The blocked person can still send you mail, but if anything from his or her email address makes it to your email account, it's immediately moved to the **Junk Email** folder. Future messages from this sender will go to your **Junk Email folder** or **End-User Quarantine** if enabled by your administrator.

It's a good idea to periodically review email messages identified as junk to make sure you're not missing important messages.

If you later decide you want to unblock a sender, use **Junk Email Filters** to change which messages you see.



Outlook - Manage and organize: Clean up Inbox

Change the level of protection in the Junk Email Filter

Change the level of junk email protection

By default, the Junk Email Filter protection level is set to **No Automatic Filtering**. You can make the filter more aggressive so that it catches more junk messages. The higher you set the protection level, the greater the risk of some legitimate messages being identified as junk and moved to the **Junk E-mail** folder.

1. Click **Home > Delete group > Junk > Junk E-mail Options**.
2. Choose the level of protection you want.
 - **No Automatic Filtering** Although this turns off the automatic Junk Email Filter, messages are still evaluated by using the domain names and email addresses in your Blocked Senders List.
Note: If you want to turn off the Junk Email Filter, you must also remove names from the Junk Email Filter lists.
 - **Low** If you don't receive many junk messages, or want to filter only the messages that are the most obvious junk, select this option.
 - **High** If you receive lots of junk messages, but don't want to restrict messages from senders on your safe lists, select this option. We recommend you occasionally check the **Junk E-mail** folder to make sure that a message you wanted isn't moved in error.
 - **Safe Lists Only** This is the most restrictive option. Any message that isn't from someone on your Safe Senders List or isn't to a mailing list on your Safe Recipients List, is classified as junk.

Just delete them!

You can tell Outlook to delete all suspected junk messages instead of moving them to the **Junk E-mail** folder. This takes away your ability to review messages for possible false positives, so consider the risks of using this option.

1. In **Mail**, click **Home > Junk > Junk E-mail Options**.
2. On the **Options** tab, check the **Permanently delete suspected junk email instead of moving it to the Junk E-mail folder** box.

Use junk email filters to control which messages you see

The Outlook [Junk Email Filter](#) checks the sender of every incoming message against lists of email addresses and Internet domains — the part of the email address after the @ symbol — designated either as safe or to be blocked. Customize the filter to block or allow senders or message types.

Prevent trusted senders from being blocked

By adding email addresses and domain names that you trust to the Safe Senders List, you instruct Outlook that messages from those sources are never to be considered as junk. If you belong to mailing lists or distribution lists, you can add these



Outlook - Manage and organize: Clean up Inbox

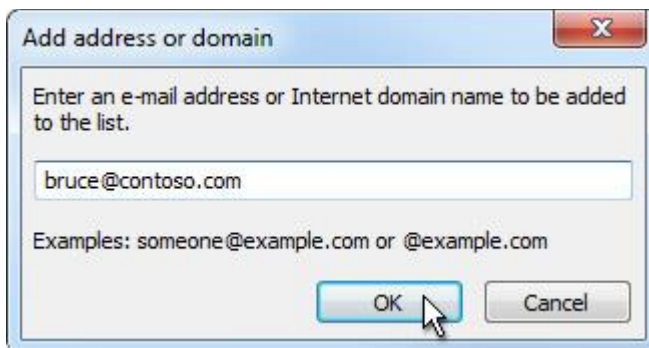
names to your Safe Recipients List.

To add a person to the Safe Senders List, click a message from the sender, and then click **Home**. In the **Delete** group, click **Junk**, and then click **Never Block Sender**.

To add an email address or domain to the Safe Recipients List, click a message from the sender, and then click **Home**. In the **Delete** group, click **Junk**, and then click **Never Block this Group or Mailing List**.

If you don't have a message from the person, you can still manually add email addresses or domains to these lists by doing the following:

1. Click **Home**.
2. In the **Delete** group, click **Junk**, and then click **Junk Email Options**.
3. Do one of the following:
 - To add safe senders, on the **Safe Senders** tab, click **Add**.
 - To add safe recipients, on the **Safe Recipients** tab, click **Add**.



4. In the **Enter an email address or Internet domain name to be added to the list** box, enter the name or address that you want to add. For example, you can add:
 - a specific email address, such as `someone@example.com`
 - an Internet domain, such as `@example.com`, or `example.com`
5. Click **OK** and repeat for each entry that you want to add.
 - If you want all **Contacts** to be considered safe senders, select the **Also trust email from my Contacts** check box on the Safe Senders tab.
 - Some people whom you correspond to might not be listed in your Contacts. If you want all such people to be considered as safe senders, select the **Automatically add people I email to the Safe Senders List** check box.



Outlook - Manage and organize: Clean up Inbox

- If you have existing lists of safe names and addresses, you can move that information into Outlook. Click **Import from File** and browse for the list file that you want. To create a file that uses your current list, click **Export to File** and then specify where you want the new file saved.
- To change a name on either list, click the name that you want to change and then click **Edit**. To remove a name, click the name that you want and then click **Remove**.
- If you are using a Microsoft Exchange Server account, all of the names and email addresses that are in your organization's address book — also known as the Global Address List — are automatically considered safe.

Block messages from someone

Messages from email addresses or domain names in the Blocked Senders List are always treated as junk. Outlook moves any detected incoming message from senders in the Blocked Senders List to the **Junk Email** folder, regardless of the content of the message.

Note: The Outlook Junk Email Filter doesn't stop junk email from being delivered, but instead diverts suspected spam to the **Junk Email** folder. You can change the sensitivity of the Junk Email Filter by **changing its level of protection**, or use third-party solutions, which can be more aggressive.

To add someone to the Blocked Senders List, click a message from the sender, and then click **Home**. In the **Delete** group, click **Junk**, and then click **Block Sender**.

If you don't have a message from the person, you can still manually add email addresses to the Blocked Senders List:

1. Click **Home**.
2. In the **Delete** group, click **Junk**, and then click **Junk Email Options**.
3. On the **Blocked Senders** tab, click **Add**.



4. In the **Enter an email address or Internet domain name to be added to the list** box, enter the name or address that you want to add. For example, you can add:
 - a specific email address, such as `someone@example.com`
 - an Internet domain, such as `@example.com`, or `example.com`.



Outlook - Manage and organize: Clean up Inbox

5. Click **OK** and repeat for each entry that you want to add.

Notes:

- If you have existing lists of safe names and addresses, you can move that information into Outlook. Click **Import from File** and browse for the list file that you want. To create a file that uses your current list, click **Export to File** and then specify where you want the new file saved.
- To change a name on the list, click the name that you want to change and then click **Edit**. To remove a name, click the name that you want and then click **Remove**.
- If you are using a Microsoft Exchange account, all of the names and email addresses that are in your organization's address book — also known as the Global Address List — are automatically considered safe and can't be added to the blocked list.

Review email messages identified as junk

Depending on the protection level that you set for the Junk Email Filter in Outlook 2013 or Outlook 2016, some legitimate email messages might get moved to the **Junk Email** folder. You should periodically review the messages in the **Junk Email** folder so you aren't missing any messages that you want to see.

1. In the **Mail** folder pane, click the **Junk Email** folder.

Tip: To prevent the unintended viewing of possibly objectionable messages, you might want to turn off the Reading Pane for the **Junk Email** folder. On the **View** tab, click **Reading Pane**, and then click **Off**. This doesn't turn off the Reading Pane for other mail folders.

2. Click any message that you don't want to be marked as junk
3. On the **Home** tab, click **Junk**, and then click **Not Junk**.

Tip: A message that you mark as not junk is moved to the folder that it was previously in, usually the **Inbox**. You might be prompted to choose whether you want to add the sender or mailing list name to your **Safe Senders** or **Safe Recipients** list.

4. To quickly delete all of the messages in the **Junk Email** folder and move them to the **Deleted Items** folder, in the **Folder List**, right-click the **Junk Email** folder, and then click **Empty Folder**.

Notes:

- Any message you send to the **Junk Email** folder is converted to plain text format, and any links that it contains are disabled. When you move the message out of the **Junk Email** folder, how it is handled depends on whether the Junk Email Filter also categorized it as suspicious:



Outlook - Manage and organize: Clean up Inbox

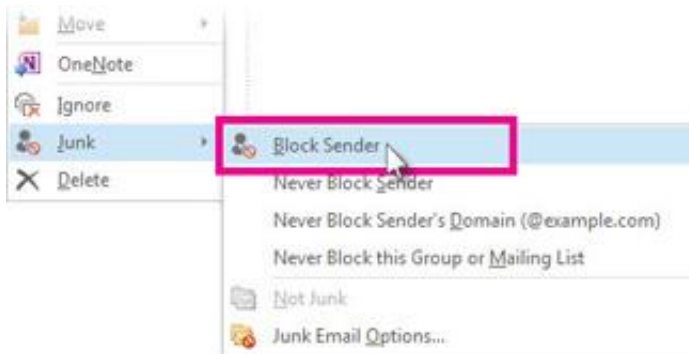
- **If the message is categorized as spam but not as suspicious** : When you move the message out of the **Junk Email** folder, its original message format is restored, and any links are activated.
- **If the message is categorized as suspicious** : When you move the message out of the **Junk Email** folder, its original message format is restored, but any links remain deactivated.
- You can only mark one message as not junk at a time. This is to prevent unwanted messages from accidentally being restored.

Block a mail sender

Block a sender

When you no longer want to see messages from someone, you can block a sender.

- Right-click a message from the sender you want to block, and then click **Junk > Block Sender**.



The blocked person can still send you mail, but if anything from his or her email address makes it to your email account, it's immediately moved to the **Junk Email** folder. Future messages from this sender will go to your **Junk Email folder** or **End-User Quarantine** if enabled by your administrator.

It's a good idea to periodically review email messages identified as junk to make sure you're not missing important messages.

If you later decide you want to unblock a sender, use Junk Email Filters to change which messages you see.

Add unwanted names to the Blocked Senders List

Messages from addresses or domain names in the Blocked Senders List are always treated as junk. Outlook moves any detected incoming message from senders in the Blocked Senders List to the **Junk E-mail** folder, regardless of the content of the message.



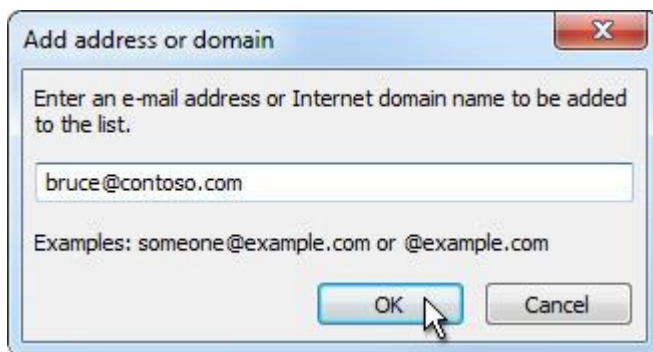
Outlook - Manage and organize: Clean up Inbox

Note: The Outlook Junk Email Filter doesn't stop junk email from being delivered, but instead diverts suspected spam to the **Junk E-mail** folder instead of your inbox. You can make the Junk Email Filter more strict by [changing its level of protection](#), or some third-party solutions are available which can be more aggressive.

To add a specific sender to the Blocked Senders List, click a message from the sender. On the **Home** tab, in the **Delete** group, click **Junk** and then click **Block Sender**.

To add names to the Blocked Senders List:

1. On the **Home** tab, in the **Delete** group, click **Junk**, and then click **Junk E-mail Options**.
2. On the **Blocked Senders** tab, click **Add**.



3. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address that you want to add. For example, you can add :
 - a specific email address, such as someone@example.com
 - an Internet domain, such as @example.com, or example.com.
4. Click **OK** and repeat for each entry that you want to add.

Notes:

- If you have existing lists of safe names and addresses, you can move that information into Outlook. Click **Import from File** and browse for the list file that you want. To create a file that uses your current list, click **Export to File** and then specify where you want the new file saved.
- To change a name on the list, click the name that you want to change and then click **Edit**. To remove a name, click the name that you want and then click **Remove**.
- If you are using a Microsoft Exchange account, all of the names and email addresses that are in your organization's address book — also known as the Global Address List — are automatically considered safe and can't be added to the blocked list.



Outlook - Manage and organize: Clean up Inbox

Add trusted names to the Safe Senders or Safe Recipients Lists

By adding email addresses and domain names that you trust to the Safe Senders List, you instruct Outlook that messages from those sources are never to be considered as junk. If you belong to mailing lists or distribution lists, you can add these names to your Safe Recipients List.

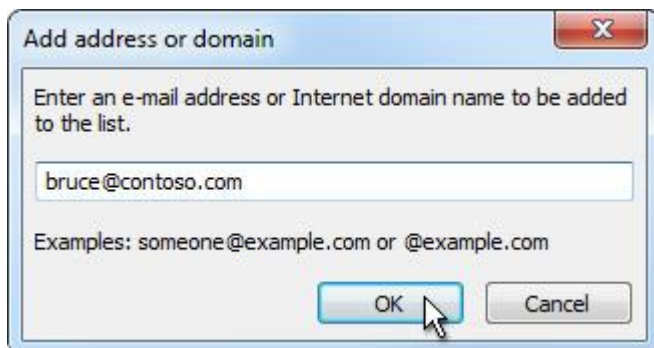
Note: If your mailbox is hosted on Exchange or Exchange Online, changes you make to the Safe Senders list will not be recognized by Exchange or Exchange Online. This may result in messages from domains or senders you've added to the Safe Senders list ending up in your Junk Email folder. Contact your administrator for further assistance.

To add a person to the Safe Senders List, click a message from the sender. On the **Home** tab, in the **Delete** group, click **Junk**, and then click **Never Block Sender**.

To add a specific address or domain to the Safe Recipients List, click a message from the sender. On the **Home** tab, in the **Delete** group, click **Junk**, and then click **Never Block the Group or Mailing List**.

To manually add names or domains to these lists, do the following:

1. On the **Home** tab, in the **Delete** group, click **Junk**, and then click **Junk E-mail Options**.
2. Do one of the following:
 - To add safe senders, on the **Safe Senders** tab, click **Add**.
 - To add safe recipients, on the **Safe Recipients** tab, click **Add**.



3. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address that you want to add. For example, you can add :
 - a specific email address, such as someone@example.com
 - an Internet domain, such as @example.com, or example.com.
4. Click **OK** and repeat for each entry that you want to add.
 - If you want all **Contacts** to be considered safe senders, select the **Also trust e-mail from my Contacts** check box in the Safe Senders tab.



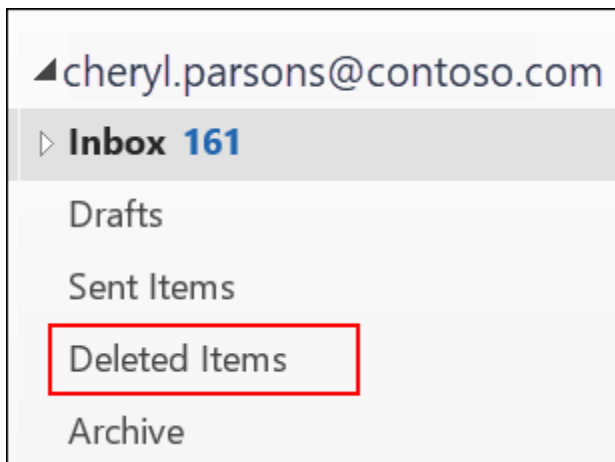
Outlook - Manage and organize: Clean up Inbox

- Some people whom you correspond to might not be listed in your Contacts. If you want all such people to be considered as safe senders, select the **Automatically add people I e-mail to the Safe Senders List** check box.
- If you have existing lists of safe names and addresses, you can move that information into Outlook. Click **Import from File** and browse for the list file that you want. To create a file that uses your current list, click **Export to File** and then specify where you want the new file saved.
- To change a name on either list, click the name that you want to change and then click **Edit**. To remove a name, click the name that you want and then click **Remove**.
- If you are using a Microsoft Exchange Server account, all of the names and email addresses that are in your organization's address book — also known as the Global Address List — are automatically considered safe.

Recover deleted items

When you accidentally delete an item from your Outlook mailbox, you can often recover it. The first place to look is the **Deleted Items** or **Trash** folder. Search for the item you want, right-click it, and then select **Move > Other Folder**. If you can't find the item there, the next steps depend on which type of email account you have in Outlook.

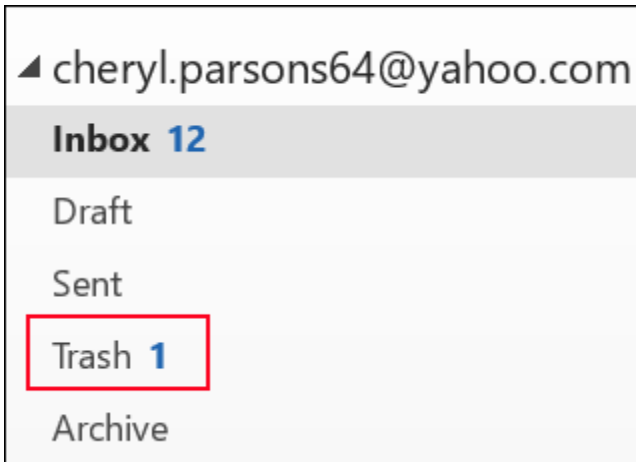
If your folder list looks like this, and you see the **Deleted Items** folder, follow the steps in the next section to recover deleted email messages, appointments, events, contacts, and tasks that have been removed from the **Deleted Items** folder.



If your folder list looks like this, and you see the **Trash** folder, you can restore items from the **Trash** folder to your other folders. However, you can't recover items that have been deleted from the Trash folder.



Outlook - Manage and organize: Clean up Inbox



You can recover a deleted folder (together with all its messages) if it's still in your Deleted Items folder.

To recover the folder, locate it in your Deleted Items folder and move it back to its proper location in the folder list. You can't recover a folder that's been permanently deleted. However, you can use the steps in this topic to recover messages from the folder that you deleted.

Recover an item that's no longer in your Deleted Items folder

If you can't find an item in the **Deleted Items** folder, the next place to look is the **Recoverable Items** folder. This is a hidden folder, and it's the place where items are moved when you do one of the following things:

- Delete an item from the **Deleted Items** folder.
- Empty the **Deleted Items** folder.
- Permanently delete an item from the Inbox or from another folder by selecting it and pressing **Shift+Delete**.

Follow the steps in this section to recover items from the **Recoverable Items** folder.

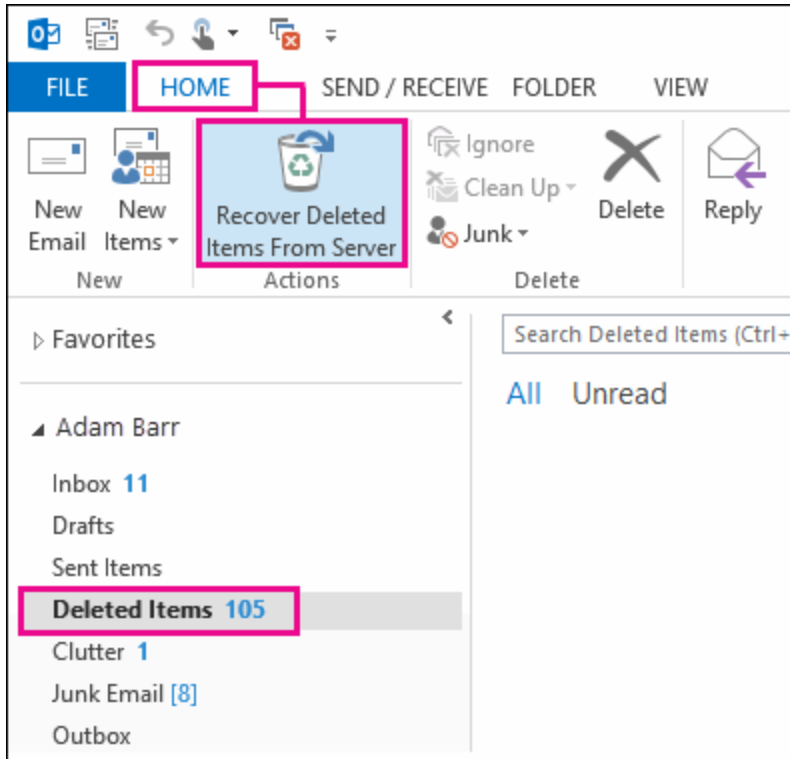
1. In Outlook, go to your email folder list, and then select **Deleted Items**.

Important: If you don't see the **Deleted Items** folder, but instead see the **Trash** folder, your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.

2. On the **Home** menu, select **Recover Deleted Items From Server**.

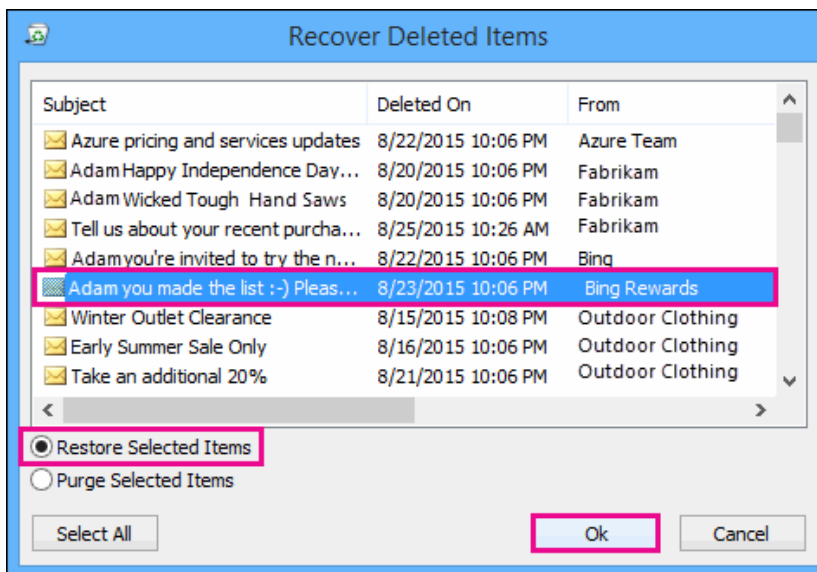


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Important: If there is no **Recover Deleted Items From Server** command on the menu, your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.

3. Select the items that you want to recover, select **Restore Selected Items**, and then select **OK**.





Outlook - Manage and organize: Clean up Inbox

Where do recovered items go? When you recover items from the Recoverable Items folder, they are moved to the **Deleted Items** folder. After you recover an item, you can find it in your **Deleted Items** folder and then you can move it to another folder.

[Click to watch the "Recover deleted items" video](#)

Use Conversation Clean Up

The Conversation Clean Up feature in Outlook can reduce the number of messages in your mail folders. Redundant messages throughout a Conversation are moved to the **Deleted Items** folder.

What is a conversation?

You might know a Conversation by the term email thread. A Conversation is the complete set of email messages from the first message through all responses. The messages of a Conversation have the same subject.

For example, when you send a message to someone and then they reply, a Conversation results. In many Conversations, there might be many replies back and forth. Multiple people might reply to different messages in the Conversation.

What does Conversation Clean Up do?

Conversation Clean Up evaluates the contents of each message in the Conversation. If a message is completely contained within one of the replies, the previous message is deleted. Consider the following example.

Jeff sends a message to Anne and Tim. Anne replies to both Jeff and Tim and in her Outlook message body, Jeff's complete original message is included. Now, Tim sees Anne's message and replies to both Jeff and Anne. Tim's reply includes all of the previous messages in the Conversation. Conversation Clean Up can delete all of the messages except the last one from Tim because within that message is a copy of all of the previous messages.

Conversation Clean Up is most useful on Conversations with many responses back and forth, especially with many recipients.

Remove redundant messages

1. On the **Home** tab, in the **Delete** group, click **Clean Up**.
2. Click one of the following:
 - **Clean Up Conversation** The current Conversation is reviewed, and redundant messages are deleted.
 - **Clean Up Folder** All Conversations in the selected folder are reviewed, and redundant messages are deleted.
 - **Clean Up Folder & Subfolders** All Conversations in the selected folder and any folder that it contains are reviewed, and redundant messages are deleted.

Change Conversation Clean Up options

You can specify which messages are exempt from Clean Up and where messages are moved when they are deleted.



Outlook - Manage and organize: Clean up Inbox

1. Click the **File** tab.
2. Click **Options**.
3. Click **Mail**.
4. Under **Conversation Clean Up**, do any of the following:
 - To change where items are moved, for **Cleaned-up items will go to this folder**, click **Browse**, and then select an Outlook folder. By default, messages are moved to the **Deleted Items** folder. If you have multiple email accounts in your Outlook profile, each account has its own **Deleted Items** folder. Messages are moved to the **Deleted Items** folder that corresponds to the email account.
 - To replicate the folder structure of items **Clean Up** deletes (when you use the **Clean Up Folders & Subfolders** command), select **When cleaning sub-folders, recreate the folder hierarchy in the destination folder**.

Note: This option is not available if the destination is the **Deleted Items** folder.
 - To always keep any message that you haven't read, select the **Don't move unread messages** check box. We recommend that you don't select this option. The remaining Conversation messages will contain any messages that are deleted, such as those that you might not have read.
 - To always keep any message that is categorized, select the **Don't move categorized messages** check box. We recommend that you select this option. Categories apply to specific messages, and deleting a categorized message would result in the loss of the categorized message.
 - To always keep any message that is flagged, select the **Don't move flagged messages** check box. We recommend that you select this option. Flags apply to specific messages, and deleting a flagged message would result in the loss of the flagged message.
 - To always keep any message that is digitally signed, select the **Don't move digitally-signed messages** check box. We recommend that you select this option.
 - To always keep the original message if someone alters the message when it is included in replies, select the **When a reply modifies a message, don't move the original** check box. We recommend that you select this option. This makes sure that you have a complete record of all content in the Conversation in the event someone alters a message that is contained inside a reply.

[Click to watch the "Use conversation clean up" video.](#)

Use Clutter to sort low-priority messages in Outlook

In Outlook 2016 for Windows, "Clutter" can help you filter low-priority email, saving time for your most important messages. If Clutter isn't for you, you can **turn it off**.



Outlook - Manage and organize: Clean up Inbox

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.

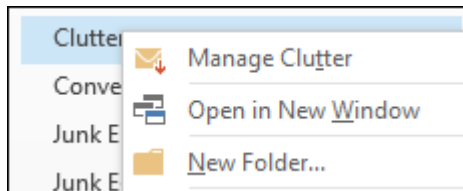
Note: If you don't see a Clutter folder in your mailbox, you might have the Focused Inbox option.

Find email that's been moved to the Clutter folder in Outlook

1. In Outlook, choose the **Clutter** folder. You'll see your email there.
2. You can drag email from your **Clutter** folder to your **Inbox**.
3. 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 or isn't Clutter. For example, if you move an email to the Clutter folder in Outlook desktop or to the Mail app on your phone, the Clutter system records the action for all your mail apps. You don't have to do this individually in each app.

To manage your Clutter settings

1. If you have Outlook 2016 for Windows, right-click the **Clutter** folder and choose **Manage Clutter**.



You'll be directed to Outlook on the web.

2. Sign in using your Microsoft 365 user ID and password. You'll then go directly to the **Clutter** settings page.

Clutter and junk email are filtered out before they reach your Inbox. Junk email is evaluated and filtered first, then Outlook processes the rules (if you've set up any). Next, based on your past behavior, Clutter analyzes the remaining messages and filters out the types of messages that you usually ignore or don't respond to.

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 participated in the conversation
- If you're the only recipient
- Its importance

As your reading habits change, Clutter learns and adapts.

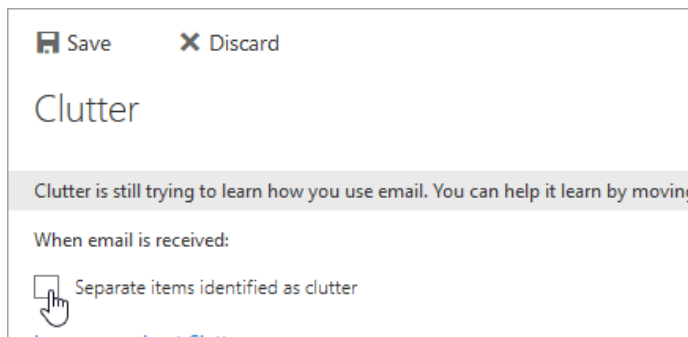
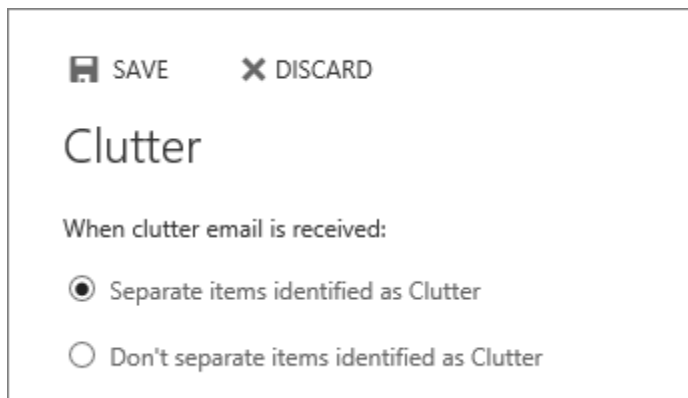


Outlook - Manage and organize: Clean up Inbox

Turn off Clutter in Outlook

Turn off Clutter in Outlook 2016


1. In Outlook 2016, right-click the **Clutter** folder and the select **Manage Clutter**. (If you don't see the Manage Clutter option, Clutter may have been disabled for your organization or you may be using Focused Inbox now.)
2. Sign in to [Outlook on the web](#) using your work or school account.
This will take you directly to the **Clutter options** page.
3. Either uncheck the box **Separate items identified as clutter** or select the option **Don't separate items identified as Clutter** depending on which option you see on the Clutter options page.



4. Click **Save** to turn off Clutter.

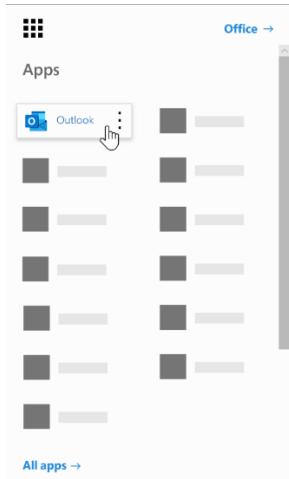
The Clutter folder remains in Outlook even after you turn off the feature.

Turn off Clutter in Outlook on the web

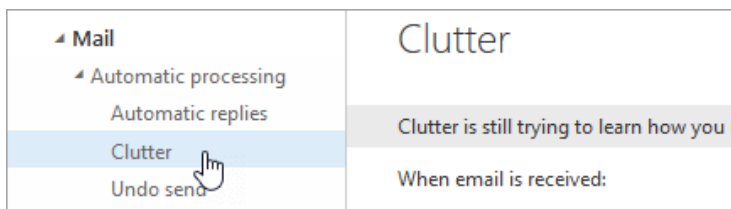
1. Sign in to [Outlook on the web](#). For help, see [Sign in to Outlook on the web](#).
2. At the top of the page, select the App launcher  > **Outlook**.



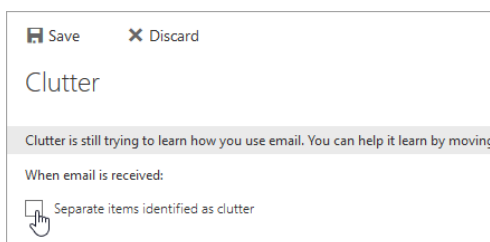
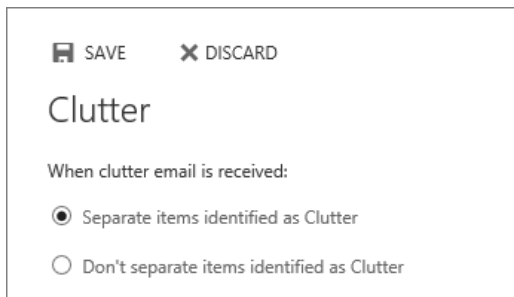
Outlook - Manage and organize: Clean up Inbox



- At the top of the page, select **Settings**  , and under **Your app settings**, select **Mail**.
- Under **Automatic processing**, select **Clutter**.



- Either uncheck the box **Separate items identified as clutter** or select the option **Don't separate items identified as Clutter** depending on which option you see on the Clutter options page.



- Click **Save** to turn off Clutter.




Outlook - Manage and organize: Clean up Inbox

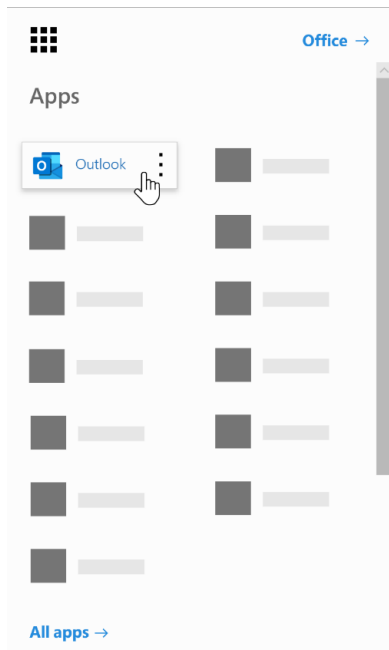
The Clutter folder remains in Outlook even after you turn off the feature.




Turn on Clutter

If Focused Inbox is enabled for your organization, Clutter won't work. If you'd prefer to use Clutter over Focused Inbox, use the following steps.

Steps to turn on Clutter:

1. Sign in to [Outlook on the web](#). For help, see [Sign in to Outlook on the web](#).
2. At the top of the page, select the App launcher  > **Outlook**.



3. At the top of the page, select **Settings** , and under **Your app settings**, select **Mail** > **Layout** > **Focused Inbox**. Choose **Don't sort messages**.
4. Refresh your browser.
5. On the navigation bar, return to **Settings**  and the Clutter options should now be available: **Settings**  > **Mail** > **Automatic processing** > **Clutter**.
6. Choose **Separate items identified as Clutter** > **Save**.

For more information, please refer to the Microsoft training resource page [HERE](#)