Office 365
Desktop/Laptop/Mobile

JAMES COOK UNIVERSITY
AUSTRALIA

Information &
Communications Technology

Clutter: Quick Start

Recently Microsoft activated a new feature in your JCU Office 365 email – it's called **Clutter**. Clutter is an email filter which moves less important email into a 'Clutter' folder. The majority of mail moved into the Clutter folder will be advertisements and messages from mailing lists, but you should check Clutter regularly in case it has accidentally moved important messages. You can train Clutter by dragging messages you decide are low priority, into the Clutter folder. The tool gets smarter over time, learning from your actions. Clutter is now available on both Mac and PC, you will see the Clutter folder when viewing your email in Outlook, Office 356 online and mobile devices.

How Clutter Works

Clutter and junk are email filters within Outlook, they both move junk or low priority email before it reaches your Inbox. Junk email is filtered first (messages marked as Junk are likely to be spam or phishing emails), then Outlook processes any rules you have created, then Clutter analyses the remaining messages and filters out the types of messages that you usually ignore (advertising and other low priority emails).
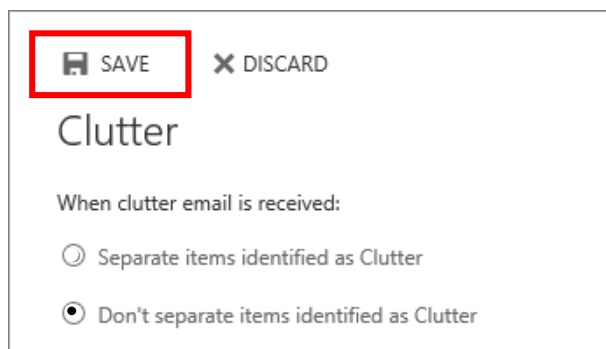
Clutter analyses different components of messages to understand your reading habits, it learns and adapts as your habits change. Messages you send yourself will never be marked as clutter.

Turn Clutter On or Off

Microsoft has turned on Clutter for all JCU Staff and Students.   If you would prefer NOT to use Clutter you can turn it off.

Turn Off Clutter

1. Sign in to Office 365 Online.
2. On the top right corner of the page, go to **Settings** ⚙ > **My App Settings** > **Mail** > **Automatic processing** > **Clutter**.
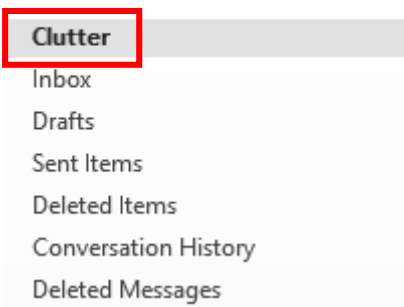3. Untick **Separate items identified as Clutter**, then select **Save** 🖫 .

You can turn Clutter back on by placing a tick in the box **Separate items identified as Clutter**, then select **Save** 🖫 .

NOTE: The Clutter folder remains in Outlook after you turn off Clutter. To hide the Clutter folder, move any email in Clutter to other folders, and then right-click the Clutter folder and choose **Delete Folder**.

Clutter Folder

After you turn Clutter on, it starts analysing your emails based on your past behaviour, and moves all low priority email messages to a folder called Clutter under your Mailbox – the actual position of the Clutter folder varies between Online, Desktop and Mobile app versions of Outlook.
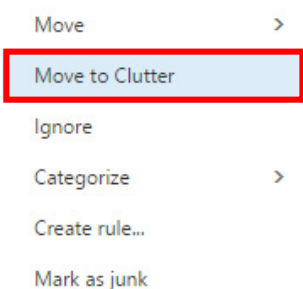

Help Clutter learn faster

It might take Clutter a little while to start working as it takes time to analyse your choices, previous email and preferences before it can correctly identify what you think is clutter, but there is a way to speed up this process.

For those using Outlook on their desktop or laptop

When you notice a low priority email (eg: advertising, etc), drag the email from your Inbox and drop it into the Clutter folder. Alternatively you can right click the message and select **Move to Clutter** from the menu.

For those using Office 365 Online

When you notice a low priority email (eg: advertising, etc), right click the message and select **Move to Clutter** from the drop down menu.

If you see a message that was sent to **Clutter** by mistake, drag the email from the Clutter folder and drop it in your Inbox.

NOTE: Moving an email in or out of the Clutter folder, on any of your devices, is enough to give the signal to the Clutter system that an item is Clutter or not – on ALL your devices. EG: 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 in each app.