

# Troubleshooting Common Office 365 Education Email Issues

Problem - I am unable to view my emails.

## Solution 1: Check the Clutter folder

Check your **Clutter** folder. The Clutter folder is found the left panel. If it is not immediately visible, click **More**. If your missing emails are in the Clutter folder, [turning off automatic clutter filtering](#) may resolve the problem.

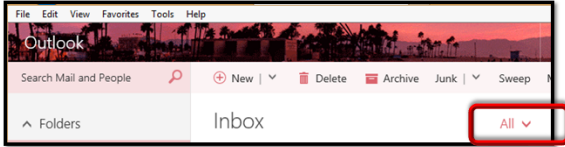
## Related articles:

- [How to Email Your Class for Faculty](#)
- [How to Forward an Email as an Attachment](#)
- [Troubleshooting Spam and Phishing Emails](#)
- [How to forward Microsoft Outlook to a Personal Email](#)
- [How to Set Up Office 365 Education Email on Your iOS Device](#)

## Solution 2: Check the filter options

Check your Inbox message filter.

1. Click on the **Filter** drop down on the top right of your Inbox display.



2. Make sure **All** is checked in the **Filter** section and **Date** is descending in the **Sort by** section.

