

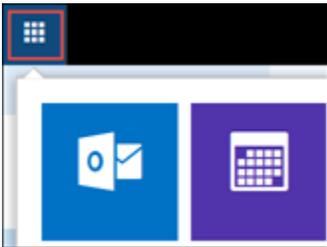
# How to Turn Off Clutter Filtering

After the email migration from our on-campus email (Bearmail) to the new Office 365 Education email, some users are experiencing an issue with not receiving emails that they believe are being sent to them. The most likely cause of this is the new Microsoft Clutter screening. Clutter is a folder that attempts to gather "unimportant" email in one location to free up your inbox for important correspondence.

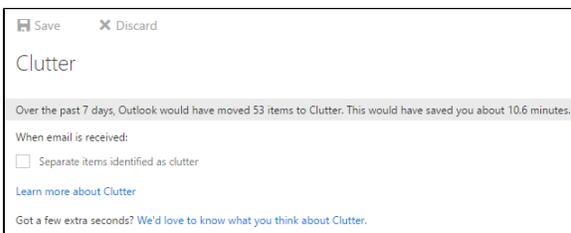
 If you want to continue using Clutter and something ends up in the folder that should be in your inbox, simply right click on the item, select Move and move it to your inbox. If you are using Outlook you can simply drag and drop it to your inbox. The system will then "learn" what is clutter and what is important.

## Step-by-step guide

1. Sign in to [Outlook Web App](#) with your BearPassID@MissouriState.edu and password.
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. Clear the check mark from Separate items identified as Clutter, then Save .



You can turn Clutter on anytime by selecting Separate items identified as Clutter.

 The Clutter folder remains in Outlook after you turn off the Clutter feature. If you don't want the folder listed under your Mailbox, move the emails from Clutter to other folders, as appropriate, and then right-click the Clutter folder and choose Delete Folder.

### Related articles:

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