

# Clutter vs Junk

O365 has a couple of new features that we didn't have before: Clutter and Junk. Although at a glance they might not seem that different, but they are in fact very different!

**Clutter** analyzes how you process all your email and moves the "unimportant stuff" out of your Inbox folder and places it into the Clutter folder. In theory, this allows you to focus on your higher priority email. Clutter uses a mix of behavioral patterns and content analysis to determine what email it moves.

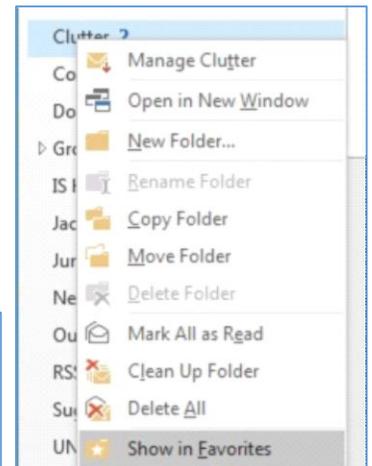
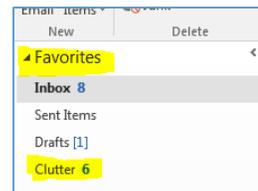
The **Junk** Email Filter evaluates each incoming message to assess whether it might be spam. While this happens automatically, the Junk Email Filter Lists give you more control over what is considered spam. You can add names, email addresses and domains to these lists to either allow or block email.

## Clutter Folder

### Show in Favorites

If you like the idea of having less important email moved to your Clutter folder, you may want to make sure that you have it set up so you can easily see it and how many email have been placed there. It is very easy to do!

- Find the Clutter folder in your list on the left.
- Right click on the folder and choose "Show in Favorites"
- Then make sure that your favorites are "open" at the top of your screen by clicking the arrow next to it (so that the arrow is pointing down). This allows you to see at a glance how many email you have in your Clutter folder. You can also click easily between any folders that you have showing in your Favorites.
- It's suggested that you periodically look in your Clutter folder!



### Did Clutter get it wrong?

Did a message end up in Clutter that you don't want there? Easy enough to fix! Simply move or drag the email back to your inbox or any other folder. O365 will learn that this is an email that you don't consider Clutter.

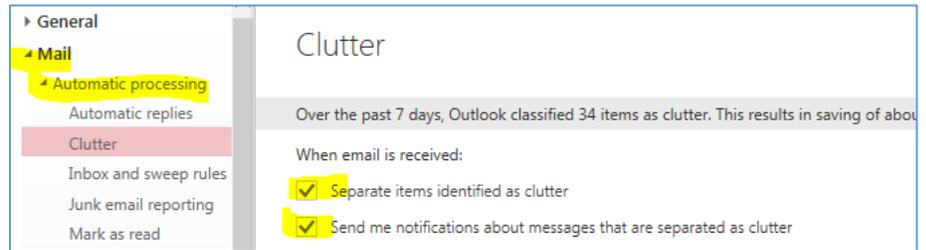
In the web app, you can right click on an email and easily mark it as Clutter!

### Turning Clutter Off

If you don't like Clutter and would rather just not have it – no problem! It's easy to turn Clutter off!

- Sign into the O365 Web App - <https://login.microsoftonline.com>
- Click on the Apps icon in the upper left corner (box with 9 little boxes in it) and select MAIL.

- Once in your email account, click on the Setting icon (gear) in the upper right corner, then select OPTIONS.
- Under Mail > Automatic processing, click on Clutter.
- Uncheck the two checkmarks next to "Separate items identified as clutter", and "Send me notifications about messages that are separated as clutter"
- Click on SAVE.



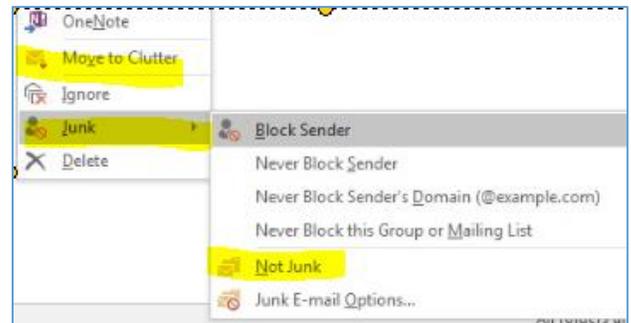
## Junk Folder

The Junk Email Filter will evaluate each incoming message to assess whether it might be spam. By default, the filter is turned on and the protection is set to "low". This will catch the obvious spam. It doesn't stop the delivery of email, but moves suspected spam into the Junk folder.

But sometimes, it can get things wrong! So it is important that you periodically check your Junk folder.

**Find something in the Junk folder that isn't junk?** Simply right click on the email and select the option you want.

- If it is a low priority email and you use the Clutter feature, you may elect to have this moved to Clutter.
- If you want this email to always go to your inbox, select "Not Junk".



**Receive an email in your inbox, but it really IS junk?** Again, very simple to rectify!

- The easiest thing to do is drag the email to the Junk folder. Any time that sender emails you, it will automatically go to the Junk folder.
- Or you can right click on the email and click on the option you want, such as Block Sender.

We hope this helps you understand the difference between Clutter and Junk and how to use them!