

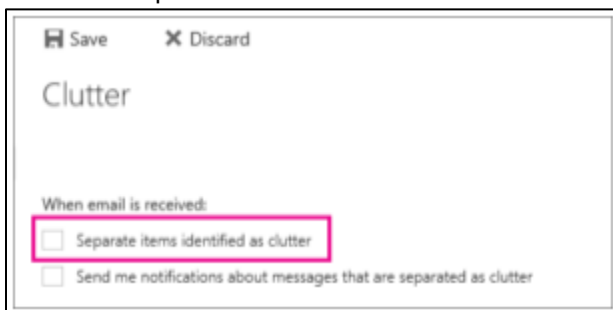
# Removing Clutter Folder Outlook

The Clutter folder is a new folder from Microsoft that is intended to simplify your email by allowing you to separate unimportant emails from others that are more important. While there are benefits to using this folder, some users have discovered that important emails have been moved into the Clutter folder accidentally, making those emails difficult to find.

If you would prefer to not use the Clutter folder, use the following steps:

## Outlook 2016

1. In Outlook 2016, right-click the Clutter folder and choose Manage Clutter.
2. Sign into Outlook on the web using your ORS account. For help, see [Sign into Outlook on the web](#). This will take you directly to the Clutter options page.
3. Unselect "Separate items identified as clutter" > Save.




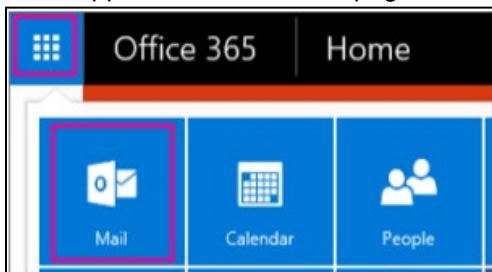
If your page looks like this, choose "Don't separate items identified as Clutter."





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

## Other Outlook Versions

1. Sign into Outlook on the web. For help, see [Sign into Outlook on the web](#).
2. In the upper-left corner of the page, choose App Launcher  > Mail.



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3. On the navigation bar, go to Settings  > Options > Mail > Automatic processing > Clutter.
4. Unselect "Separate items identified as clutter" > Save 



Save Discard


Clutter

When email is received:

☐ Separate items identified as clutter

☐ Send me notifications about messages that are separated as clutter

If your page looks like this, choose "Don't separate items identified as Clutter."



SAVE DISCARD

Clutter

When clutter email is received:

☒ Separate items identified as Clutter

☐ Don't separate items identified as Clutter

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