How to use Clutter

Clutter is now set to "**Off**" by default at the University of Exeter, so if you want to use this feature in your University email, see section 1 below for how to turn it on.

Clutter is a feature designed to move low priority messages out of your Inbox and into their own folder called "Clutter", saving you time when you scan for important messages in your Inbox, and allowing you to read the messages in Clutter later.

You will get a weekly summary email of messages moved to your Clutter folder during the week.

Please note: Clutter is not a spam or junk folder, it stores authenticated messages sent to you, so is an extension of your Inbox.

Clutter looks at what you've done in the past to "learn" the messages you're most likely to ignore. It then moves those messages to the Clutter folder automatically before they arrive in your Inbox.

The Clutter folder will be available regardless of how you access your account, that is, you will automatically see it in Outlook and other email clients as well as in O365 web mail.

Clutter works similarly to Junk, but messages moved to the Clutter folder won't be automatically deleted, so you will need to keep an eye on the Clutter folder and empty it out now and then.

Clutter and Junk email are both filtered out before they reach your Inbox. Junk email is evaluated first, and filtered based on the characteristics of the messages themselves, for example the subject or the server it was sent from. Next, Clutter analyses the remaining messages destined for your Inbox, and filters out the types of messages that you usually ignore or don't respond to, based on your past behaviour.

If you turn Clutter on then off again, you won't lose any messages, they will stay in your Clutter folder. If you subsequently turn Clutter back on, it will remember the filtering rules it had previously "learned".

If you find messages in your Clutter folder that shouldn't be there, simply move them back to your Inbox and Clutter will learn not to move similar messages in future.

There is a 4 step process for using Clutter :

1. Turn Clutter on or off
2. Mark incoming emails as clutter where appropriate
3. Clutter automatically filters incoming emails for you
4. Check your Clutter folder and move any non-Clutter emails back to your Inbox

If you need any further assistance on any of the topics in this guide, please contact the SID desk.
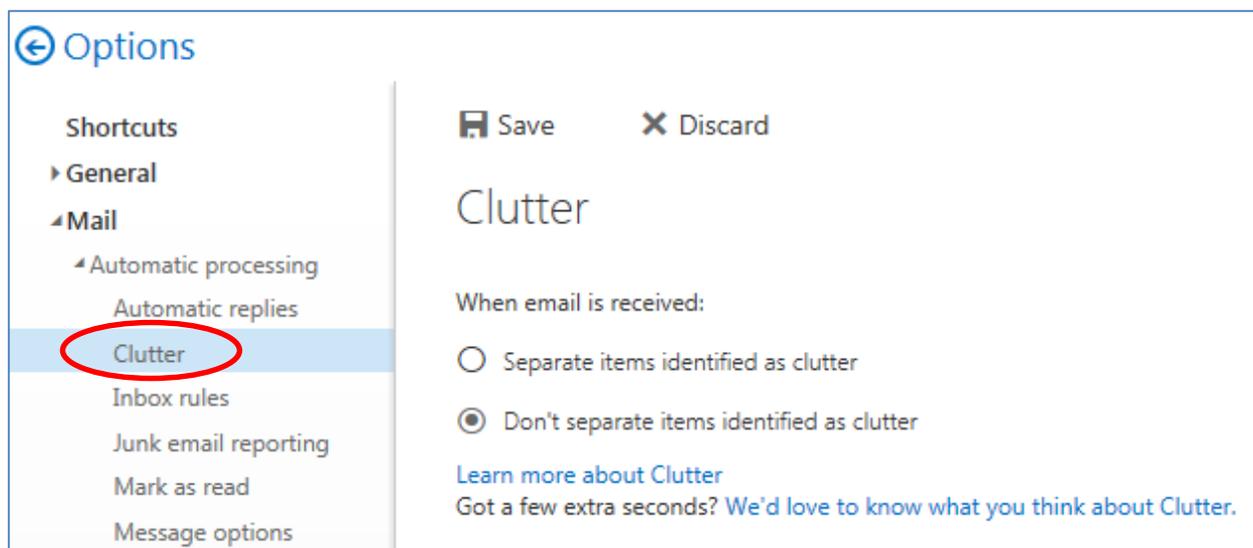
1. Turn Clutter on or off

You can use Clutter either in your Office365 web email or in the Outlook client, but to turn it on or off you have to use Office365 web email.

Log in to your Office65 web email, via http://email365.exeter.ac.uk

Click on the cogwheel to open the **Settings** menu then click on "**Options**".
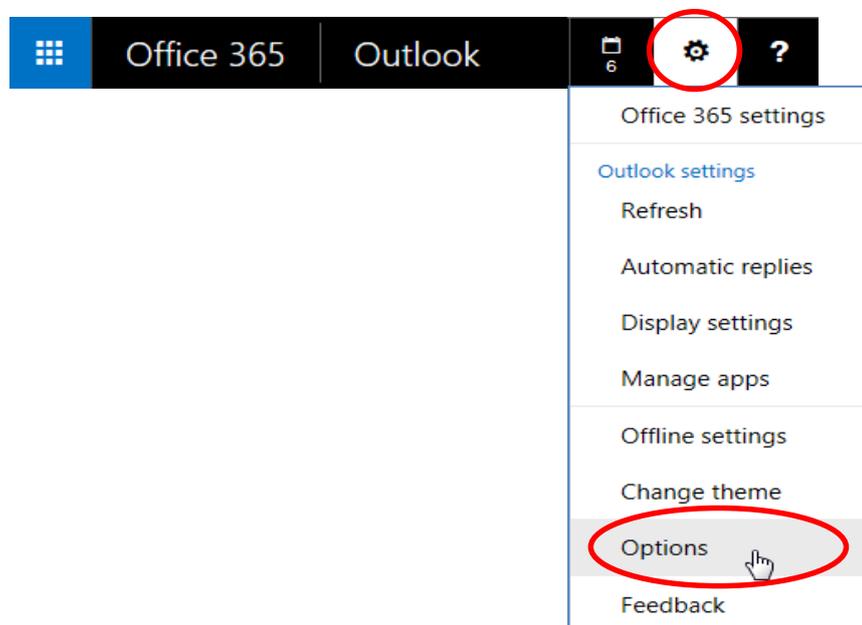
Click on the "**Clutter**" link in the left hand menu under "**Mail**", "**Automatic processing**"
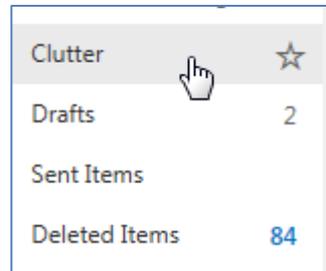

To turn Clutter on, tick the "**Separate items identified as clutter**" checkbox.

To turn Clutter off, tick the "**Don't separate items identified as clutter**".
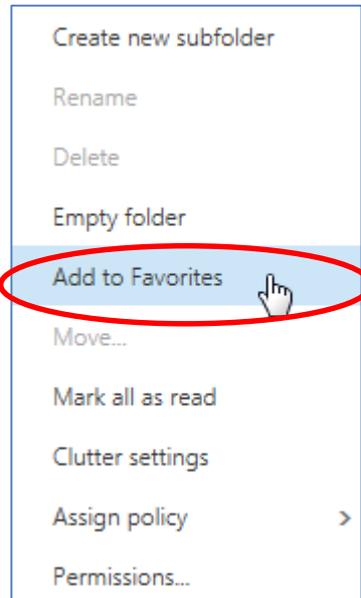
Click **Save** at the top of the page.

Turning Clutter on will create a new **Clutter** folder in your Inbox.

This can appear down at the bottom of your Inbox under all your email folders.

Clutter		☆
Drafts		2
Sent Items		
Deleted Items		84

Right click on the **Clutter** folder and then click **Add to Favorites**

Create new subfolder

Rename

Delete

Empty folder

Add to Favorites

Move...

Mark all as read

Clutter settings

Assign policy   >

Permissions...

This will then show the **Clutter** folder at the top of your Inbox where it will be easier to see.

⊖ Folders   ⇥

▲   Favorites

Inbox   533

Clutter   1

Drafts   2

Sent Items

Deleted Items   84
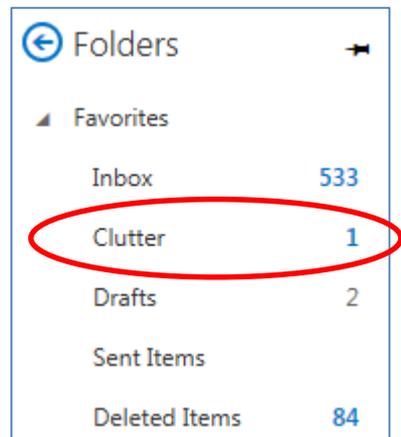
You can do the same in the Outlook client – right click on your Clutter folder then click "**Show in Favorites**"

You will get a welcome message from Microsoft in your Clutter folder:
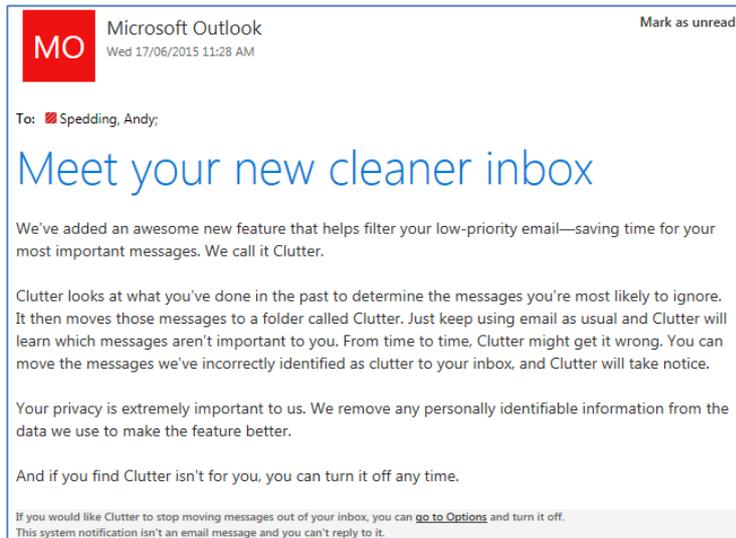
2. Mark incoming email as Clutter

To help Clutter "learn" your behaviour more quickly, in your O365 web email Inbox, right click on any message that you want to mark as clutter and click on **Move to Clutter**
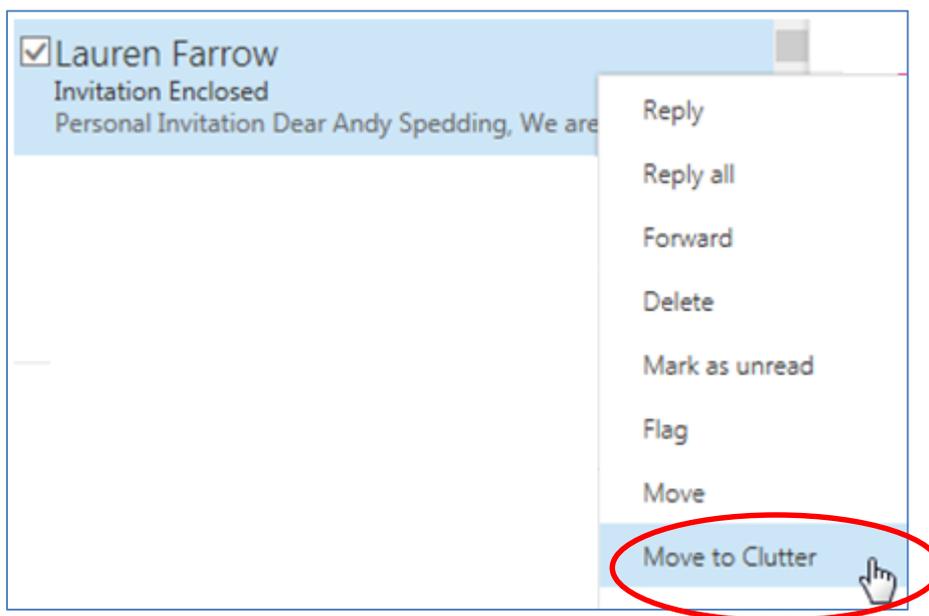
Note that you cannot do this in the Outlook client, only in O365 email.

In the Outlook client, you simply need to drag a message from your inbox to your Clutter folder.

Clutter will then learn to automatically move similar messages straight to your Clutter folder.

3. Clutter automatically filters your Inbox

Clutter will start to learn over a few days how you manage your incoming emails, and will start to automatically move new items to the Clutter folder that you have ignored or not replied to.

Clutter begins taking actions once it has sufficiently learned your work style and can confidently begin working for you. If you later find Clutter isn't for you, it can be turned off any time.

Clutter is best suited and most effective for those of us who tend to pile up messages in our inboxes. Clutter respects your existing email rules, so if you have created rules to organize your email those rules continue to be applied and Clutter won't act on those messages

You can proactively train Clutter by marking items as Clutter or simply move the items to the Clutter folder.

4. Check your Clutter folder

Messages moved to the Clutter folder remain out of your way until you have time to review the items.

If you find items in your Clutter folder that shouldn't be there, train Clutter by moving the message back to your Inbox. It will then learn not to move similar messages to the Clutter folder in future.

Messages in the Clutter folder are not automatically deleted after a certain number of days, so you will need to keep an eye on the Clutter folder and clean it out now and then to delete unwanted messages.

You will get a weekly summary email of messages moved to Clutter each week.