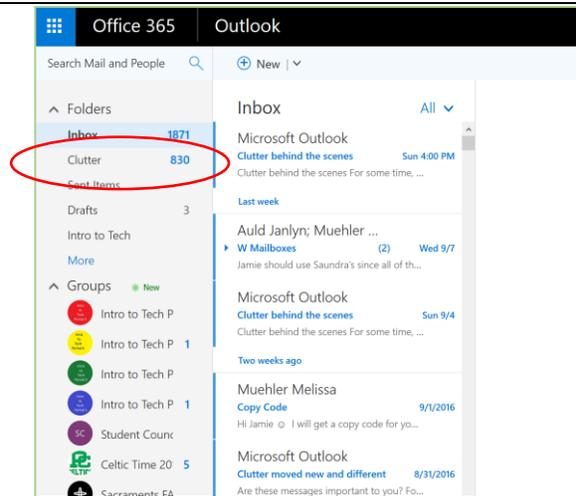


# TURN OFF CLUTTER

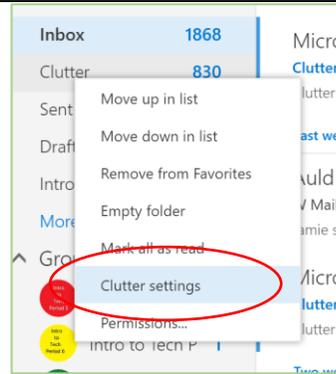
You cannot do this from the Outlook mobile app or your phone's mail app. Use a laptop or desktop, login to SharePoint and get to your mail.

Right under your Inbox folder, you should see a **Clutter** folder. (in this screenshot, you can see that at least 830 emails have been sent directly to clutter!)

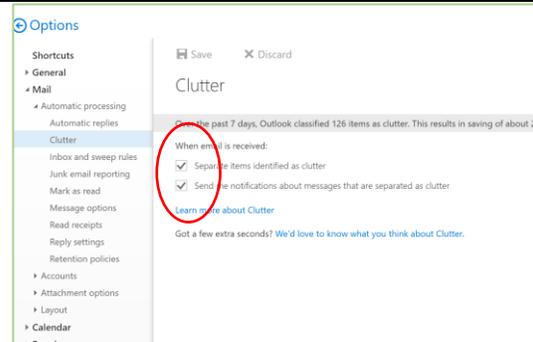


Right-click on **Clutter** to bring up this menu.

Click on **Clutter settings**.

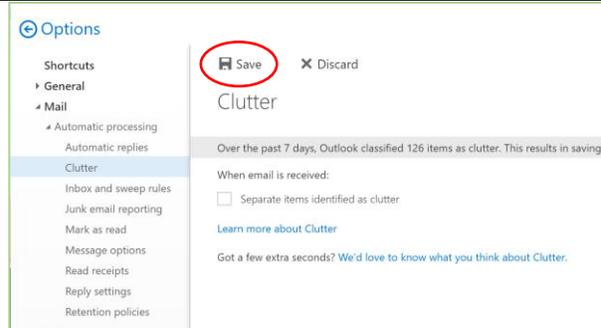


On this screen **UNCHECK** both options here.



Then click on **Save**.

That's all there is to it.

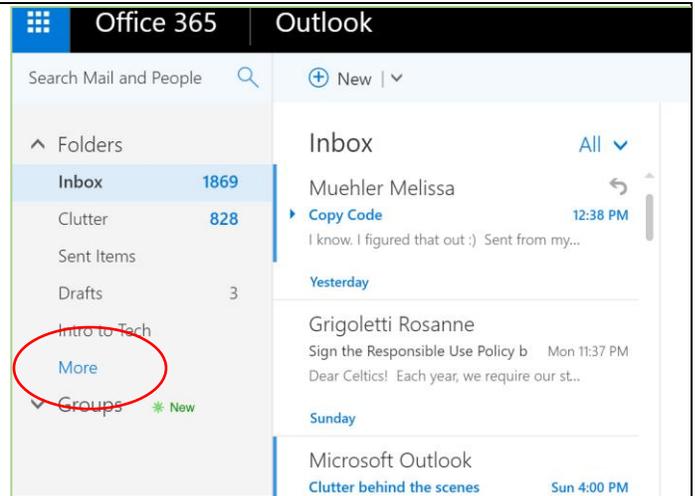


Now that Clutter is turned off, emails will no longer go to that folder. However, there may be some important emails that previously went there. Open up the Clutter folder and scan for legitimate emails. Click and drag them from the Clutter folder to your Inbox.

## MANAGING JUNK MAIL

When you receive a message that might be junk email, it will be moved to your **Junk Email** folder.

First you need to see the Junk Email folder. In the list of folders on the left side of the Outlook screen, click on **More**.



You will then see the **Junk folder** in the list. Click on it to open the folder.

Scan through the emails there.

If a message in your Junk Email folder is one that you want to keep, right-click on the email.

In the extended menu select **mark as not junk**.

The message will be moved to your Inbox and the sender will be added to your **Safe senders and recipients list**.

That means any future emails will not go your Junk Email folder.

For the emails that are currently in your junk folder, if you want to keep them, just drag them to your inbox.

**Reminder:** It is good practice to check that Junk Email folder every week or so for emails that incorrectly were delivered there.

