

## Managing Clutter and Junk Email in Office 365

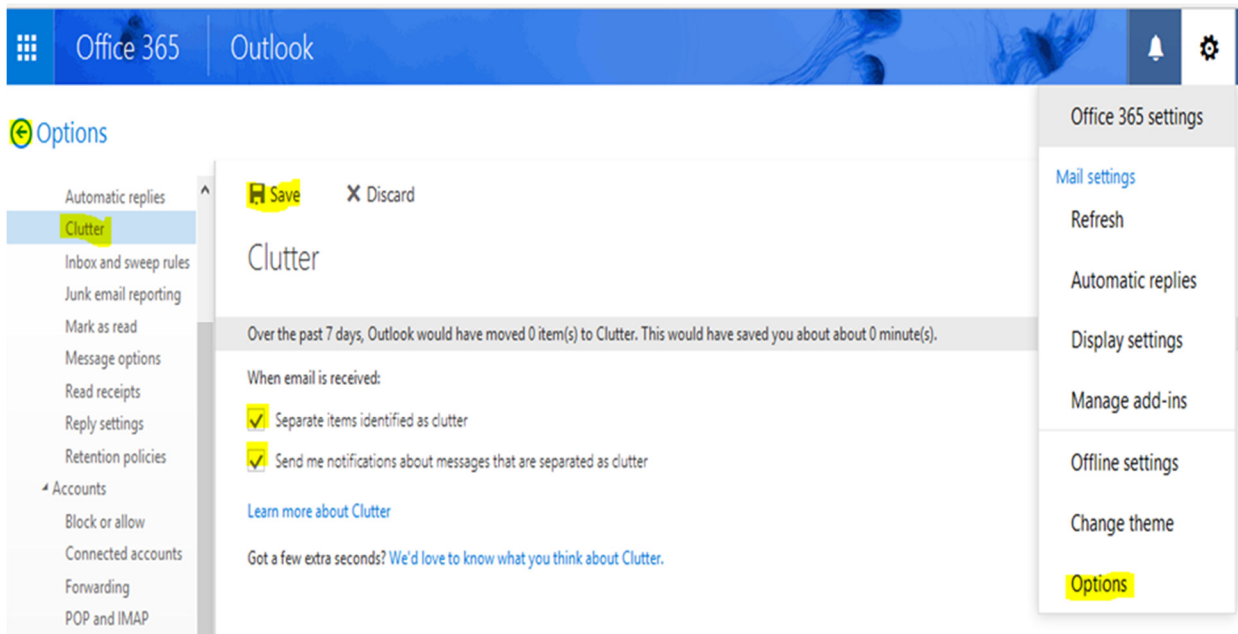
What is clutter? Clutter is an email filtering option available in Office 365. It is similar to an anti-spam filter as it moves less important email into a “Clutter” folder where they can be reviewed later. However, you will want to periodically check the Clutter and Junk Email folder as it may have important emails in these folders. The instruction below explains how you can disable Clutter and move messages from the Junk Email folders in Office 365.

### How to Manage Clutter

Log on to Office 365 with your email address and network password from one of the following locations:

- SJCC Employees go to: <http://www.outlook.com/sjcc.edu>
- EVC Employees go to: <http://www.outlook.com/evc.edu>
- SJECCD & Workforce Institute Employees go to: <http://www.outlook.com/sjeccd.edu>

- Click on the **Gear icon** in the top right corner of the page. Choose: **Options**
- In the **Mail** section on the left, expand Automatic processing and click on Clutter.
- To turn off Clutter: remove the check marks as shown below.
- Press the **Save** button in the top left corner.
- Press the **Back** button in front of **Options** in the top left corner to return to your inbox.

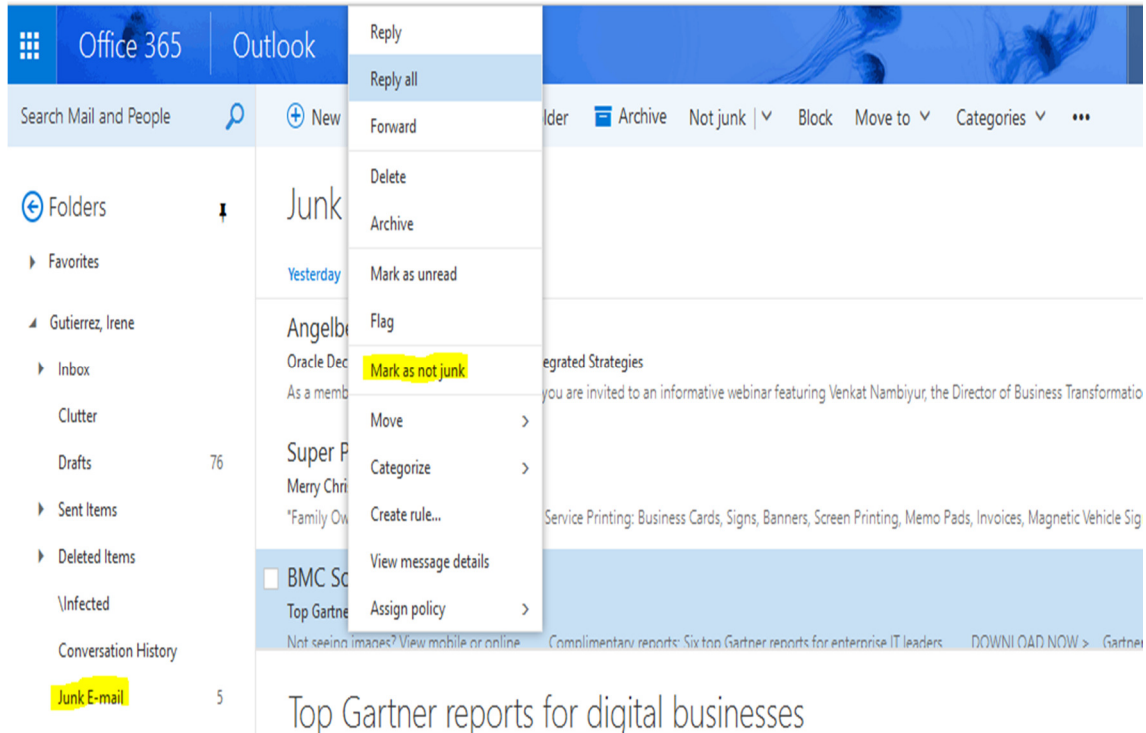


**NOTE:** The Clutter folder remains in Outlook after you turn off Clutter feature. If you do not want the folder listed under your Mailbox, it will need to be deleted from Outlook. First, move the emails from Clutter to another folder, and then right-click the Clutter folder and choose Delete folder.

## How to Manage Junk Email

To mark a message as not junk, do the following:

In **Mail** on the left, expand the folders, click the **Junk E-mail** folder. (You may need to click “More” to see your inbox.)



In the message list, right-click any message that you want to mark as not junk. Click **Mark as not junk** to move this item from your **Junk Email** folder back to your **Inbox**. Any future messages will not be blocked as Junk again.