



# Are you missing important messages?

Student Email accounts have an enabled feature called **Clutter**. As your reading habits change, **Clutter** learns and adapts to you.

**Clutter** can help you filter low-priority email, saving time for your most important messages. If **Clutter** isn't right for you and you want all messages in your Inbox, you can **TURN IT OFF**. The email server keeps track of the email you read and the ones you don't. **Clutter** is automatic and sorts through your new messages. As new email comes in, it takes messages you're most likely to ignore and puts them into the "**Clutter**" folder.

It might take **Clutter** a few days to fully adapt to your preferences as the system records your choices and uses the information to identify similar messages in the future. But you can help **Clutter** learn your choices faster by performing some simple actions.

- If you see a low-priority email in your Inbox, right-click the message and choose **Move to Clutter**, or drag the email from your Inbox and drop it into the Clutter folder.
- If you see a message that was sent to **Clutter** by mistake, right-click the message and choose **Move to inbox**, or drag the email from the Clutter folder and drop it in your Inbox.

## Turn Clutter off or on:

Sign into your Student Email Account. In the upper-left corner, choose App launcher 

Choose > Mail. On the navigation bar, go to **Settings**  > **Options** > **Mail** > **Automatic processing** > **Clutter**. Mark the radio button "Don't Separate items identified as Clutter" to disable the feature and click the Save button.

If you choose to keep the **Clutter** feature, don't forget to check the folder weekly to ensure you are not missing important messages.

Information and instructions for student accounts are stored on the [Student Email](#) and [Account Assistance](#) Web Pages.

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