Clutter is an Office 365 email filtering feature designed to move low priority messages out of your Inbox and into their own folder titled Clutter. Clutter analyzes actions you have taken in the past to determine the messages you’re most likely to ignore. It then moves those messages to the Clutter folder. Put simply, Clutter is like a slightly less restrictive spam filter.
Turn Clutter On or Off

To use clutter on the Outlook desktop application, you need to turn on Clutter in the Outlook Web App.

Sign in to the Outlook Web App.

On the top left corner of the page, select the App Launcher icon.

Select Mail from the menu.

On the top right corner of the page, go to Settings > Options > Mail > Automatic processing > Clutter.

Choose relevant option, then Save.
Help Clutter Learn Your Preferences

It might take Clutter a few days to fully adapt to your preference, 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:

1. 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.

![Outlook Web App](image1.png)  
![Outlook](image2.png)
2. 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.

Note:

Moving an email in or out of the Clutter folder, from any of your devices, is enough to give the signal to the Clutter system that an item is Clutter or not. For example, if you move an email to the Clutter folder in Outlook desktop, or the Mail app on your phone, the action gets recorded in the Clutter system on all your mail apps. You don't have to do this individually in each app.
How Clutter Filters Messages

Clutter and junk email are both filtered out before they reach your Inbox. Junk email is evaluated and filtered first, then Outlook processes the rules (if you have set up any). Next, Clutter analyzes the remaining messages and filters out the types of messages that you usually ignore or don’t respond to, based on your past behavior.

Messages from certain people will never be identified as clutter:

- You
- Anyone in your management chain
- Your direct reports

Clutter looks at various aspects of messages to understand what you don’t typically read, for example:

- The sender
- Whether you’ve participated in the conversation
- If you’re the only recipient
- The importance

As your reading habits change, Clutter learns and adapts.
Managing the Clutter Folder in Outlook

If you have Outlook 2016 for Windows, you can right-click the Clutter folder and choose **Manage Clutter**.

You'll be directed to Outlook Web App to manage your Clutter options.

For Outlook Web App users –

Settings 🌐 > Options > Mail > Clutter
Summary

So what is Clutter?

Microsoft defines clutter as messages you might not really need to know about: a toy drive in a remote office, for example, or the reply-all's to group announcements that everyone is forced to endure.

Outlook’s Clutter provides an intelligent layer of filtering to weed out email that isn't quite spam, but not really all that useful, either.

“Clutter learns from your actions to determine the messages you are likely to ignore,” Brian Shiers and Kumar Venkateswar, two managers within the Office team, wrote in a blog post. Ultimately, Clutter removes distractions so you can focus on what matters most.