

Changes to Email Clutter Folder

On April 13th, 2018, IT Services will disable the email Clutter Feature for all users. For users of the Clutter feature, know that the Clutter folder itself will not be deleted and all messages contained within it will remain there. The only change will be that new messages will no longer be routed to it. Users who wish to continue using the Clutter feature may re-enable it by following the steps in the knowledgebase article referenced below.

What is the Clutter Folder?

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 utilizes 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.

Why is IT Services Disabling the Clutter Folder Feature?

Last year Microsoft announced its plans to discontinue use of the Clutter Folder feature. Microsoft will completely remove the Clutter feature at the end of 2019. At this time, new email accounts are created with this feature disabled. In preparation for the Clutter Folder's discontinuation, the default state for Queens email boxes will be to have the Clutter Folder disabled.

I want to Continue Using the Clutter Folder. What can I do?

To enable the Clutter feature, refer to the knowledgebase article [How to Use the Email Clutter Feature](#). The Clutter feature will only be available until the end of 2019.

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