Stay On Top of Your Email

Outlook has many features to help sort, organize, and manage your email so you can use it in the most efficient way. Below we have a couple of these that might come in handy, and some simple steps so that you can try them on your own! If you have any questions, come on in to a Computer Drop in Lab near you!

Even with these features, make sure to check your email regularly just in case something falls through the cracks.

Clutter

Microsoft has added a feature that helps filter your low-priority email—saving time for your most important messages. They call it Clutter.

Clutter looks at what you've done in the past to determine the messages you're most likely to ignore. It then puts them here, in the Clutter folder. Just keep using email as usual and Clutter will learn which messages aren't important to you. From time to time, Clutter might get it wrong. You can move the messages they have incorrectly identified as clutter to your inbox, and Clutter will take notice.

Clutter is like the Junk and Inbox folders, it stays there until you manually delete or move it.

If you find Clutter is not for you, you can turn it off any time.

Turn Off Clutter

You can turn Clutter off anytime in Outlook Web App.

1. Sign in to Outlook Web App. Then, go to **Settings** ⚙ > **Your app settings** > **Mail** > **Clutter**.
2. Unselect **"Separate items identified as Clutter**," and then click 🖫**Save**.

NOTE   The Clutter folder remains in Outlook after you turn off the Clutter feature.

Forwarding Emails

You must understand how forwarding works:

When someone sends an email to your COCC address, a copy is forwarded to your personal email account, and a copy stays in your COCC email account.

Though you have a good amount of storage in your 365 COCC email account, you will want to periodically go into it and delete old incoming and sent messages as well as the deleted folder.

Sometimes emails from certain senders (possibly Financial Aid) may not forward, so you will want to check your COCC email for that reason as well.

How to Forward

1. Log into your COCC 365 email.
2. Click on the "Settings" Icon to the left of your name in upper right corner. ⚙
3. Type "forwarding" into the search bar. (look for the magnifying glass)
4. Select Forwarding from the menu on the left then click the "Start Forwarding" radio button.
5. Enter the Email address you would like to forward to, and then click save.
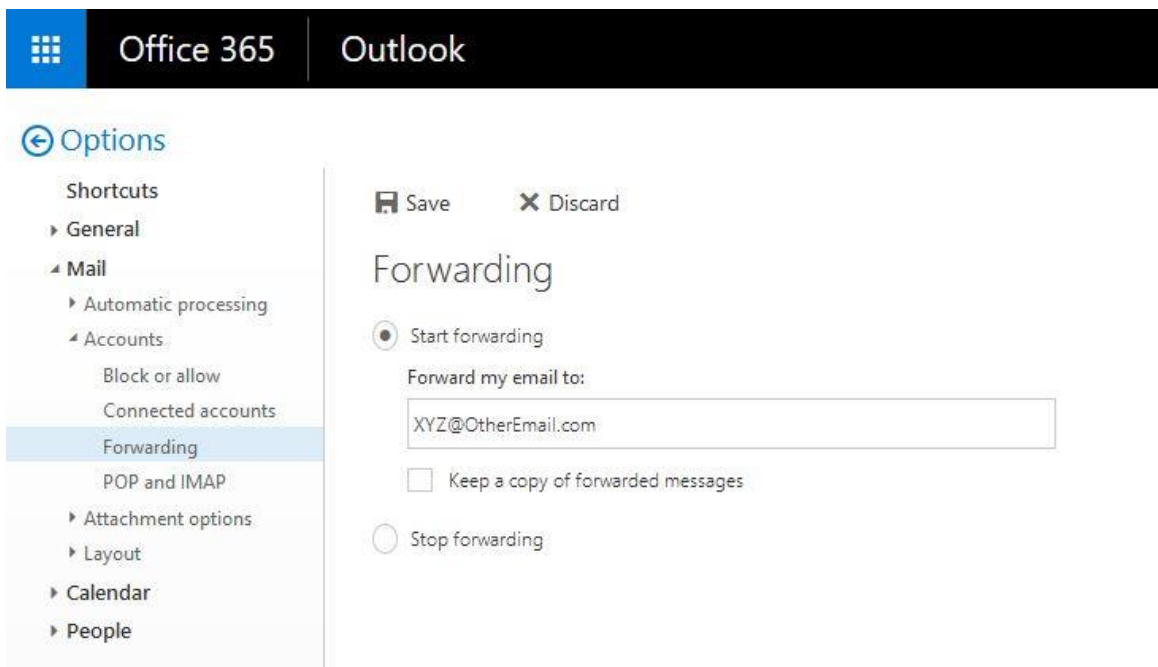
*Your COCC email will be forwarded from this moment on. This action is NOT retroactive