# Office 365 FAQs

**Focused Inbox**

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# What is Focused Inbox?

## What is Focused Inbox?

Focused Inbox separates your inbox into two tabs—Focused and Other. Your most important emails are in the Focused tab, while the rest are in the Other tab. You can switch between the two quickly and easily.

## How does Focused Inbox work?

Focused Inbox works with you to prioritize what's most important. What goes to your Focused Inbox is based on what's in the email and who you interact with most often. If you need to change what goes where, you can use the **Move to Focused** and **Move to Other** options to do that.

Focused Inbox was first released on Outlook for iOS and Android. All versions of Outlook that receive updates will soon become Focused Inbox capable, including Outlook 2016 for Windows, Outlook 2016 for Mac, Outlook on the web, and Mail for Windows 10. You'll see Focused Inbox once your Office 365 or Outlook.com mailbox is enabled for it.

# How do I Enable/Disable Focused Inbox?

**Outlook 2016**

In Outlook, select the **View** tab.
Click **Show Focused Inbox** to turn it on, and deselect it to turn it off.
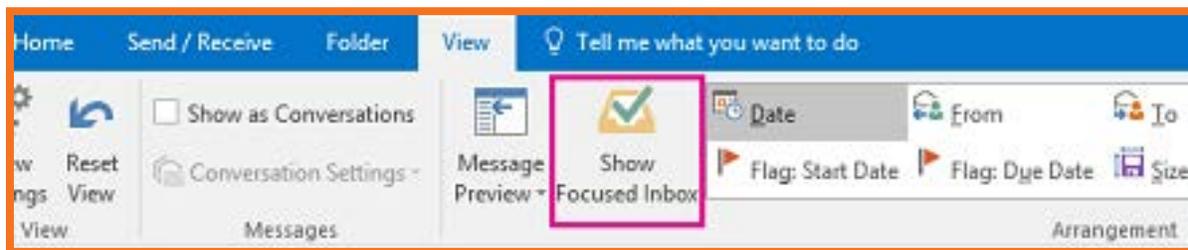


The Focused and Other tabs will appear at the top of your mailbox.
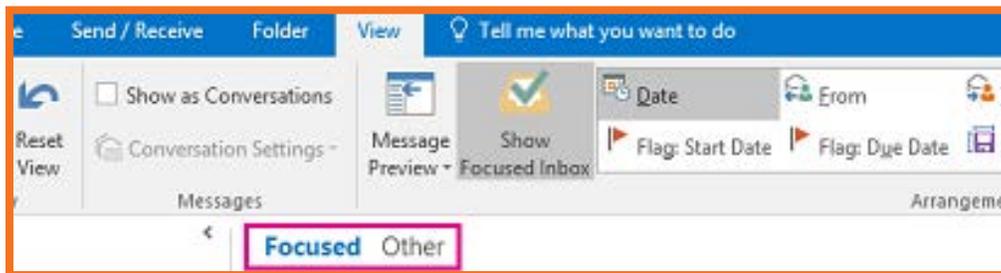
## Outlook Web App (OWA)

1. Once you've signed into email.miami.edu, click **Settings** (the gear icon) > **Display settings** > **Focused Inbox**.
2. Under When email is received, select Sort messages into Focused and Other. If you want to turn off Focused Inbox, select Don't sort messages. Then click OK.
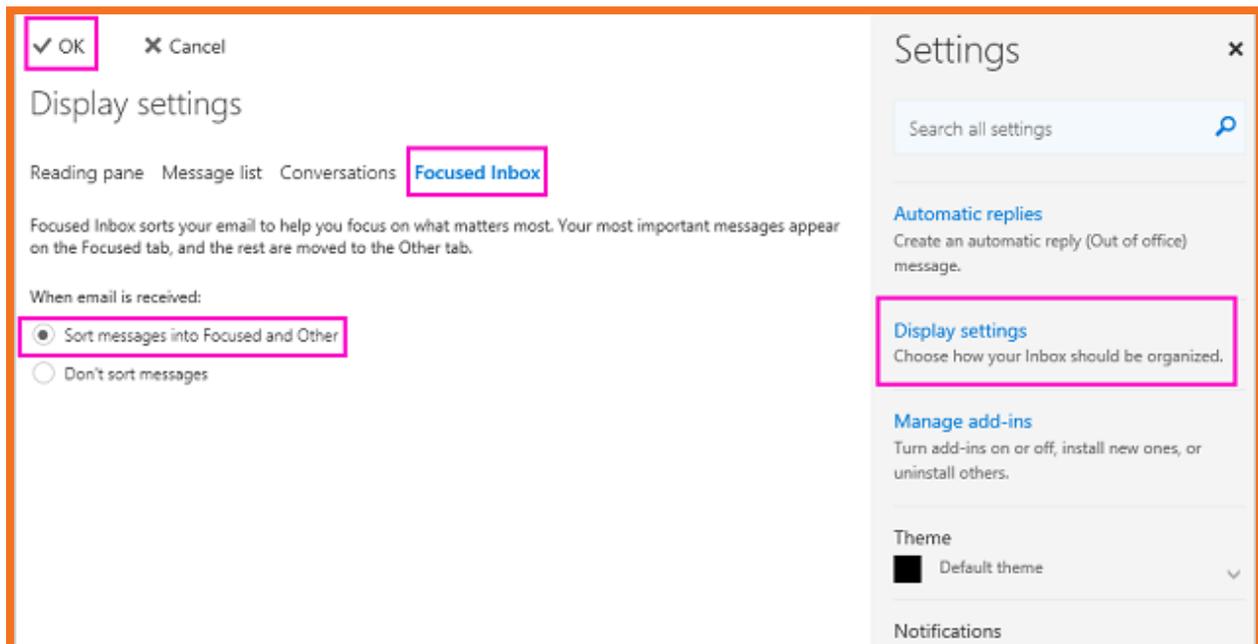


3. The Focused and Other tabs will appear at the top of your mailbox

## Outlook 2016 for Mac

1. In Outlook 2016 for Mac, on the **Organize** tab, select **Focused inbox**. If you want to turn it off, deselect it.
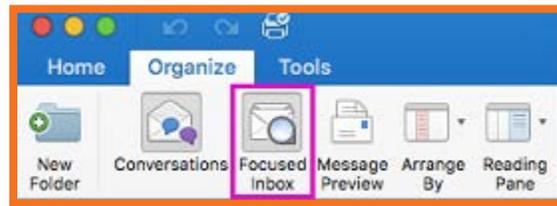


2. The Focused and Other tabs will appear at the top of your inbox.

# How do I Change the way Emails get Organized?

**Outlook 2016**

1. From your inbox, select the **Focused** or **Other** tab, and then right-click the message you want to move.
2. If moving from Focused to Other, choose **Move to Other** if you want only the selected message moved. Choose **Always Move to Other** if you want all future messages from the sender to be delivered to the **Other** tab.
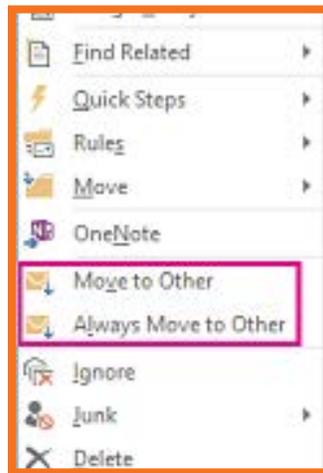


3. If moving from Other to Focused, choose **Move to Focused** if you want only the selected message moved. Choose **Always Move to Focused** if you want all future messages from the sender to be delivered to the **Focused** tab.

1. From your inbox, select the **Focused** or **Other** tab, and then right-click the message you want to move.
2. If moving from Focused to Other, choose **Move to Other** > **Move this conversation** if you want only the selected message moved. Choose **Move to Other** > **Always Move** if you want all future messages from the sender to be delivered to the Other tab.
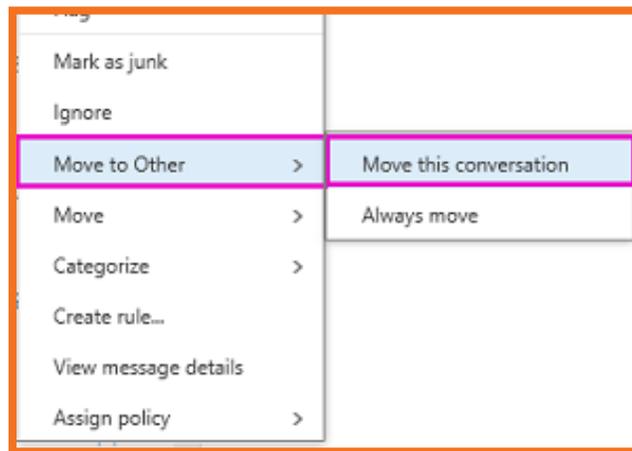


3. If moving from Other to Focused, choose **Move to Focused** > **Move this conversation** if you want only the selected message moved. Choose **Move to Focused** > **Always move** if you want all future messages from the sender to be delivered to the Focused tab.
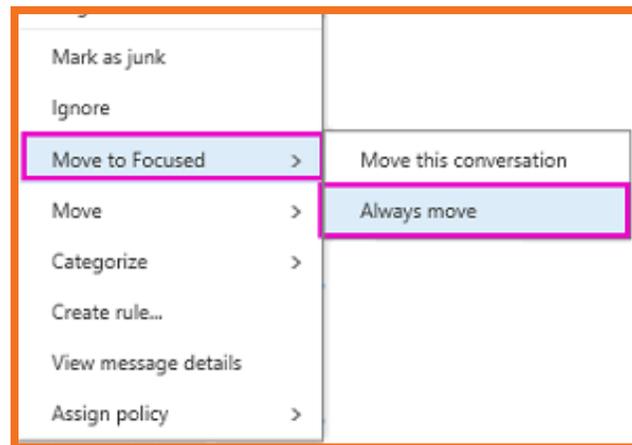
**Move Messages from Focused to Other**

1. From your inbox, select the **Focused** tab, and then select the message you want to move.
2. On the **Home** tab of the ribbon, select the down arrow on the **Move to Other** button.
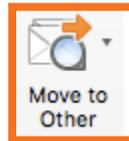


3. Choose **Move to Other** if you want only the selected message moved. Choose **Always Move to Other** if you want all future messages from the sender to be delivered to the **Other** tab.
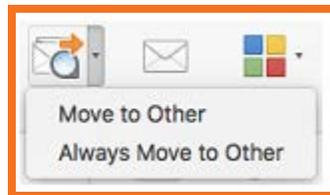


**Move Messages from Other to Focused**

From your inbox, select the message you want to move.
On the **Home** tab of the ribbon, select the down arrow on the **Move to Focused** button.
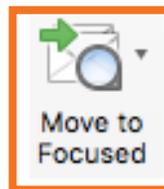


Choose **Move to Focused** if you want only the selected message moved. Choose **Always Move to Focused** if you want all future messages from the sender to be delivered to the **Focused** tab.
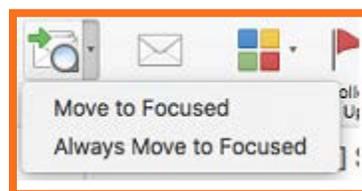
# Frequently Asked Questions

### How does Focused Inbox work with Clutter?

Active Clutter users will see a prompt inviting you to try Focused Inbox. Here's an example:
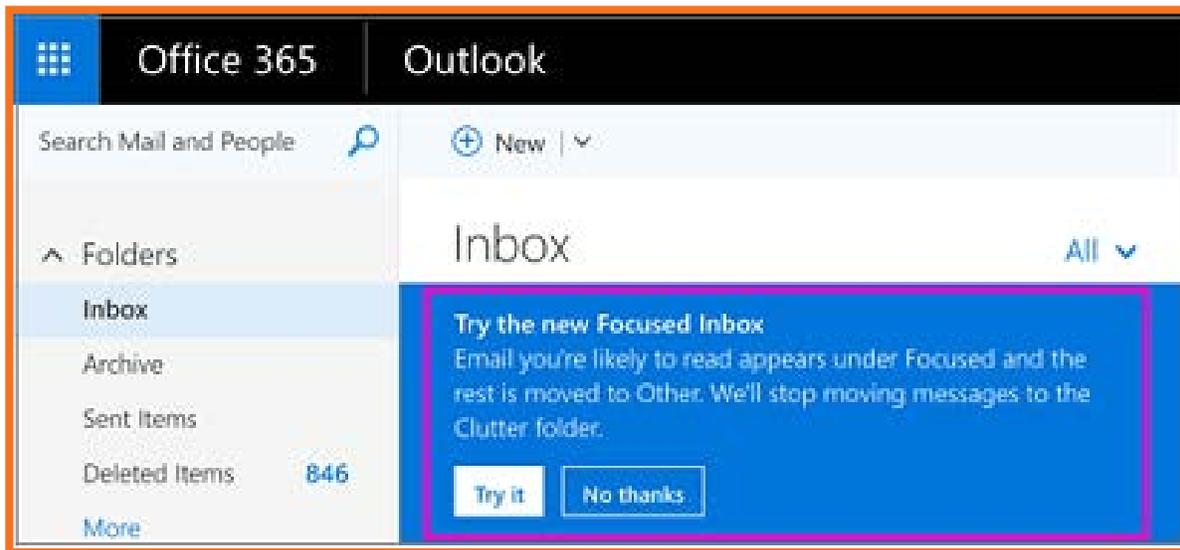


After switching, you'll no longer receive less important email in the Clutter folder. Instead, email will be split between the Focused and Other tabs in your inbox. The same algorithm that moved items to the Clutter folder now powers Focused Inbox, meaning that any emails that were set to move to Clutter will now be moved to Other. Any messages already in your Clutter folder will remain there until you decide to delete or move them.

### Can I keep using Clutter instead of Focused Inbox?

You can keep using Clutter for now. Eventually, Clutter will be replaced by Focused Inbox.

### If I turned off Clutter, will I still be able to try Focused Inbox?

Yes, you'll receive a prompt to try the Focused Inbox when your mailbox is ready.

**Does Focused Inbox organize all the mail in my inbox as soon as I turn it on?**

Yes. As soon as you enable Focused Inbox, you'll see the Focused and Other tabs at the top of your Inbox. The more you use Focused Inbox, the smarter it gets about how it organizes your messages. You can also teach Outlook what matters most to you by moving emails between Focused and Other, and setting overrides to make sure emails from certain senders always show up in a particular destination.

**I'm using Focused Inbox already on Outlook for iOS or Android. Does anything change for me?**

Nothing will change in Outlook for iOS or Android. As the Outlook desktop and web apps are updated to include Focused Inbox, the content of your Focused and Other tabs will be the same across all your Outlook clients.