

Turning off Focus

Focus is a system that is “self-teaching” in that once it is turned on, and items are flagged to be marked as such, any future mailings meeting similar criteria of those items already going into the Focus folder, will automatically be flagged. When Focus is turned on, it will create its own folder titled “Other”.

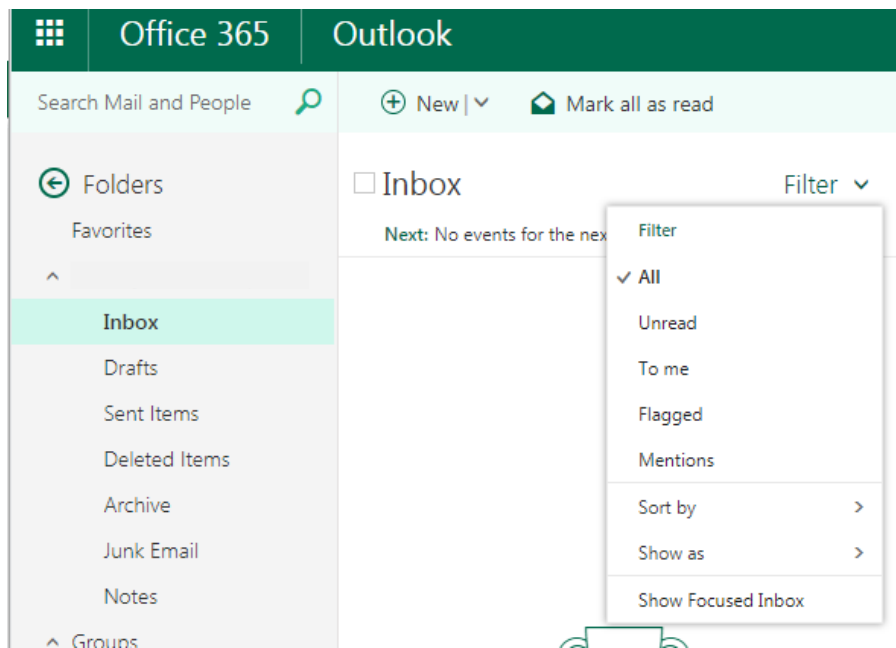
Mail directed to this folder is not junk. It is mail that the user has determined should not be in the Inbox folder but needs to be retained for viewing at a later time.

There are 2 options to turn off focus:

Option 1:

Sign into your account via a support browser and then select the “Inbox” folder.

Expand “Filter” and near the bottom of the drop down list will be an option “Show Focused Inbox” – deselect this option. Focus is now turned off.



Option 2:

Sign into the account via a supported browser and go to the settings option (the gear icon) and from the drop down list select "Mail".

Locate "Focused inbox" (it is under Mail – Layout) and select the options "Don't sort message" and then select Save.

