

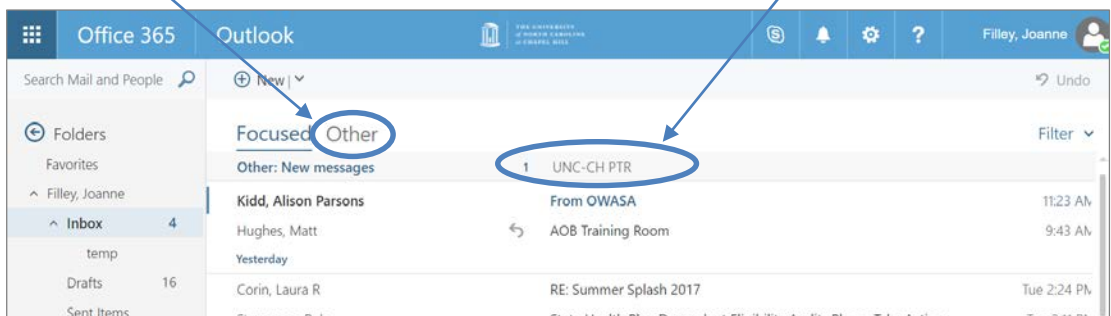


Q: Why are messages missing from my Outlook inbox?

A: A new* default Outlook feature called Focused Inbox sorts your inbox messages into Focused (from individuals or frequent contacts) and Other (newsletters, mass distribution). To access the missing messages, go to the Other tab. You can also turn the feature off if you prefer.

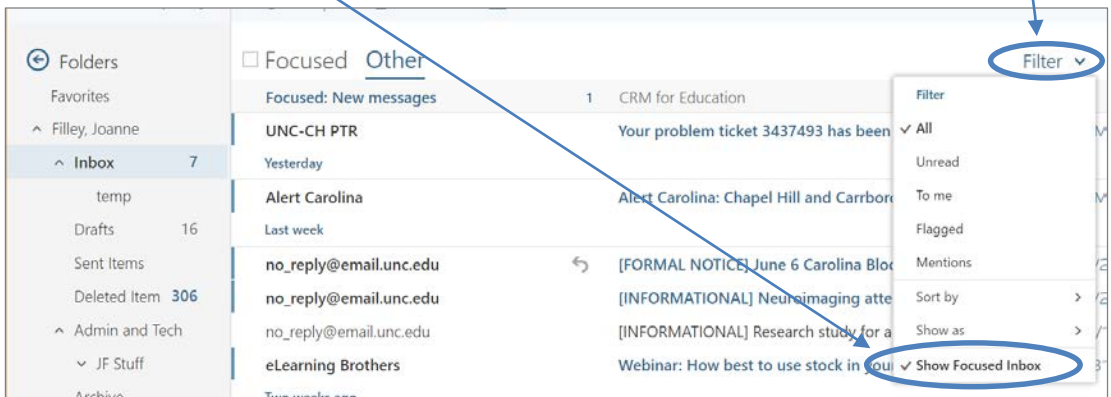
Navigating the Focused Inbox

1. Outlook tells you if you have new messages on the Other tab
2. Click Other to see the rest of your messages



Turn off the Focused Inbox

1. In Outlook 365 (web) click Filter to open the Filter menu**
2. Select Show Focused Inbox to turn the feature off and on



*Note that this feature is rolling out gradually. It may not be active yet in your Outlook.

** This process is slightly different for non-web versions of Outlook. [Instructions for all platforms.](#)