**TURN OFF FOCUSED INBOX IN MY PITT EMAIL ONLINE**

Outlook Web Access automatically sorts mail into Focused and Other inboxes based on the content, email sender, and how frequently you communicate with that sender. Newsletters, advertisements, and other machine-generated emails are typically sorted into the Other folder.

If you prefer all emails show together in the same folder, you can turn off the Focused inbox feature.

1. Log in to my.pitt.edu
2. Click the My Pitt Email link at the top of the page
3. Select the Filter button above your email list
4. Click Show Focused Inbox to toggle the focused inbox mode

If you prefer the Focused inbox, you can train it to sort mail. When an email ends up sorted to Other that you’d like to see in the Focused inbox, right-click on the email and choose Move to Focused inbox. Conversely, you can move messages that show up in the Focused inbox to the Other Inbox. Outlook will remember these selections in the future and sort mail accordingly.

**CONVERSATION MODE IN MY PITT EMAIL ONLINE**

My Pitt Email has a potentially confusing element that may make it more difficult to find emails. By default it sorts mail by conversation. This bundles all messages from the same conversation together by subject line, and can be confusing to Outlook users.

To remove conversation sorting:

1. Log in to my.pitt.edu
2. Click the My Pitt Email link at the top of the page
3. Select the Filter button to the top right of your email list
4. Choose the Show as menu
5. Select Messages from the list

If you have any questions, please contact Katz IT Services at it@katz.pitt.edu, or at 412-648-1601.

**STAYING SAFE ON THE INTERNET**

Stay alert for banner ads and popups on otherwise legitimate websites. Sometimes these ads can mimic download buttons or warnings, and can look very convincing, especially when you’re trying to download software. Sometimes malicious ads are designed to look like popups from your computer. Don’t click on these ads, and give the help desk a call if you think you may have a malware infection.

Many different kinds of free software available on the internet also contain malware, adware, or browser hijackers. Especially notorious are media player/conversion software (audio and video), PDF software, malware “removal” tools, file compression (zip) programs, and browser toolbars. Ask the help desk about safe alternatives.

**And don’t forget:**

If you find a flash drive around the school, don’t plug it into your computer to try to figure out who owns it. Flash drives can contain malware that runs when plugged into a computer. Bring lost drives to the Help Desk in 317 Mervis Hall so we can scan the contents and try to determine ownership.