BPA Guidance on Microsoft Outlook Focused Inbox

To ensure that you are receiving BPA emails—including BEETS notifications—we advise that Microsoft Outlook users turn off Focused Inbox. Step-by-step instructions are included below.

What is Focused Inbox? In recent years, certain versions of Microsoft Outlook have offered this setting, which separates your inbox into two tabs—Focused and Other. According to Microsoft, "Your most important email messages are on the Focused tab while the rest remain easily accessible—but out of the way—on the Other tab". Outlook uses an AI to dictate where to send various emails. Unfortunately, this automated sorting is not always optimal and BPA customers may find it more difficult to find their emails from BPA and BEETS.

How to Toggle Focused Inbox on/off

1. In Outlook, select the View tab.
2. Select Show Focused Inbox.
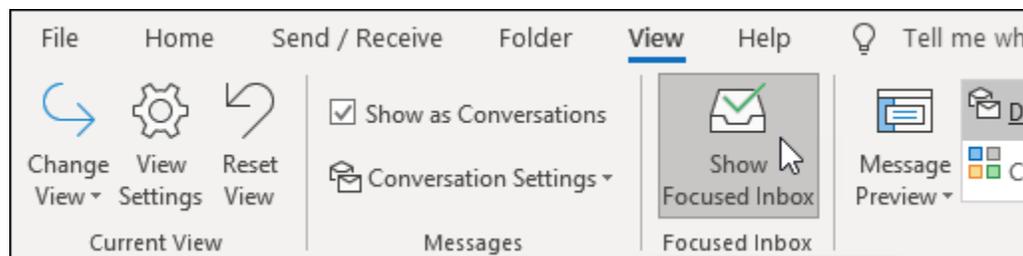
With this feature turned **on**, The Focused and Other tabs will appear at the top of your mailbox.
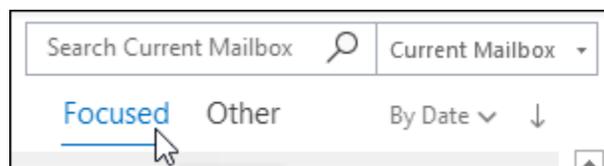
With this feature turned **off**, your primary inbox will appear as "All", with a separate inbox of just your Unread emails. We recommend this setting and find it more intuitive.

Organizing Emails using Focused Inbox

If you do prefer using Focused Inbox, follow this guidance to manually direct emails between the two inboxes.

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

   If you're moving from Other to Focused, select **Move to Focused** if you want only the selected message moved. Select **Always Move to Focused** if you want all future messages from the sender to be delivered to the **Focused** tab.

	Copy		Copy
	Quick Print		Quick Print
	Reply		Reply
	Reply All		Reply All
	Forward		Forward
	Mark as Read		Mark as Read
	Mark as Unread		Mark as Unread
	Categorize ▸		Categorize ▸
	Follow Up ▸		Follow Up ▸
	Assign Policy ▸		Assign Policy ▸
	Find Related ▸		Find Related ▸
	Quick Steps ▸		Quick Steps ▸
	Rules ▸		Rules ▸
	Move ▸		Move ▸
	OneNote		OneNote
	Move to Focused		**Move to Other**
	Always Move to Focused		**Always Move to Other**
	Ignore		Ignore
	Junk ▸		Junk ▸
	Delete		Delete
	Archive...		Archive...