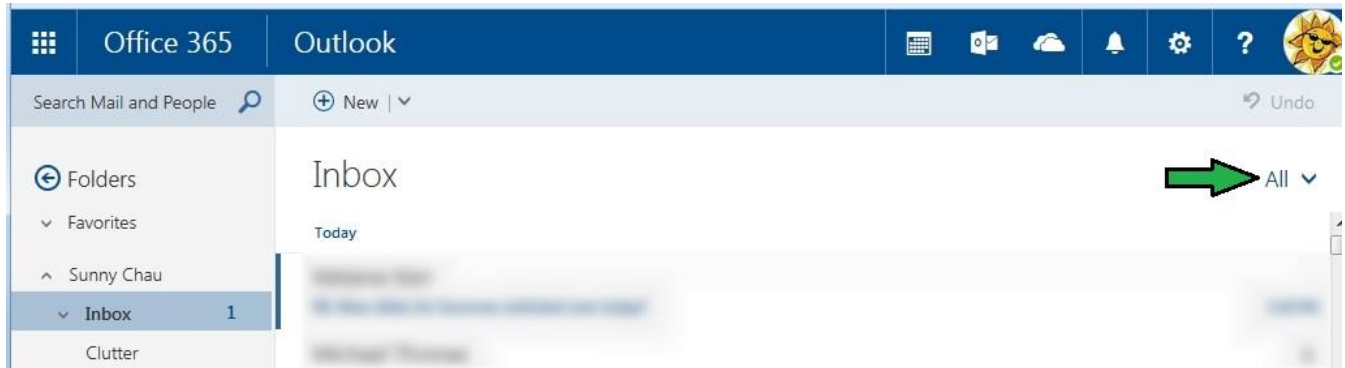


# How to Disable the Conversation Mode

For users of Office 365 Outlook Web Access

1. If your emails are organized into groups (called conversations) with only one email from each group showing, you can disable this “Conversation Mode” so that each of your individual emails is listed.

Start by looking for the word “All” with a downward arrow to the left of the word (if you do not see “All”, you might have “Unread” or “To me”). This is usually located at the top of your emails and is indicated by the green arrow in the picture below.



2. Click on the downward facing arrow to show a list of choices.
3. Click on the word “Messages”, located at the bottom of the list to turn off Conversation mode. The location is indicated by the green circle in the picture to the right
4. Your individual emails show now be listed.

