

## Switch from Conversation View to Messages View

This guide will show you how to swap between Conversation and Messages view.

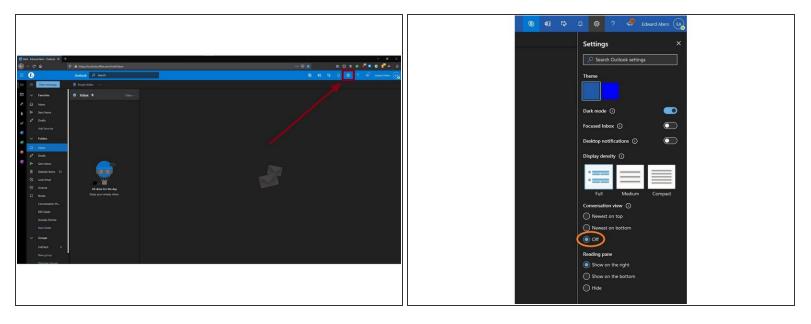
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## INTRODUCTION

Office365 sorts your mailbox by Conversations by default. This means each thread of messages is represented by a single entry. This guide will show you how to switch this view back to the classic message view with all items appearing as their own entries.

## Step 1 — Web Mail



- Sign into webmail and view your inbox.
- Click the cog wheel in the upper right to open the Settings pane.
- Select **Off** under **Conversation view**.

## Step 2 — Desktop Outlook

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File Home Sene	d / Receive Folde	View Help DESlock+	Grammarly	Acrobat
Change View Reset View ~ Settings View	Show as Conversation	Show Eccured Messag		Flag Status
Current View	Messages	Focused Inbox		Arrangement
∽ Favorites	- *	All Unread	By Date ∽ ↑	Your daily briefin
Inbox	10	✓ Today		
Sent Items Drafts Deleted Items	737	Microsoft Viva Your daily briefing Hi Edward Akers, Have a great	6:29 AM	Microsoft Viv To Edward Ak (1) If there are problems with
✓Edward_Akers@labo	oure.edu 10	Microsoft 365 Messag Major update from Message c	5:15 AM	
Drafts Sent Items > Deleted Items	737	Microsoft 365 Messag Major update from Message	3:48 AM	
Archive		✓ Yesterday		
> Conversation History Junk Email Outbox		Labouré College IT He A Ticket has been updated via Please Type your Reply	Wed 5:16 PM	
RSS Feeds Success Stories		Labouré College IT He A Ticket has been updated via	Wed 5:15 PM	

- Click the **View** tab.
- Uncheck Show as Conversations.