

# Outlook Web App 2010

## Turning Off Conversation View

5/12/2010

### Conversation View

Conversation view is a new feature in Outlook Web App 2010 (Webmail). The conversation view groups messages from a single conversation, or subject line, together. These messages are then moved or deleted as a whole. New messages that are part of a deleted conversation are sent straight to the deleted items folder.

This feature may be turned off, so that messages are treated separately, rather than by conversation group.

### To turn off conversation view:

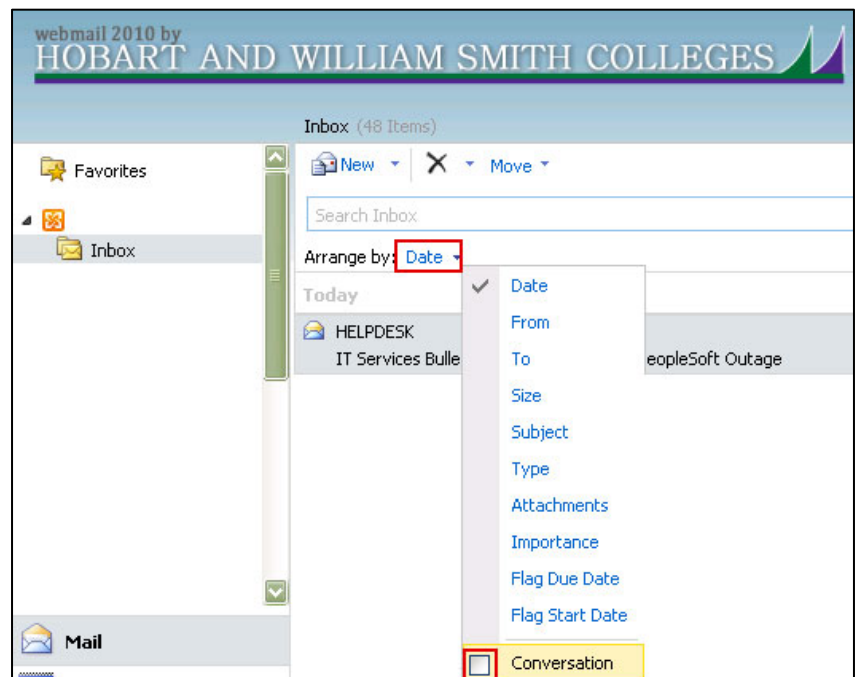
1. Open Webmail at <http://webmail.hws.edu> or <https://webmail2010.hws.edu/owa>

2. In the middle left of the screen, in the **Arrange by:** dropdown menu, uncheck **Conversation**

This only affects the view of the selected folder.

3. Click on another mail folder, and under **Arrange by:** uncheck **Conversation**

The conversation view may be turned back on by checking Conversation.



If you have questions, please contact the Help Desk in the Library Learning Commons or 315-781-4357 (ext. 4357/HELP on campus) or [helpdesk@hws.edu](mailto:helpdesk@hws.edu).