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:

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.