Managing Conversation Mode in the Outlook Web App

The Conversation Mode is a new view that groups together related email messages. Conversation view is intended to be a time-saver, but it can also be disabled if you prefer to view emails separately.

**Note:** Conversation Mode is enabled as the default view in the Outlook Web App.

**Turning On Conversation Mode**

1. Click **Filter** at the top of the **Message List** (See Figure 1).
2. From the drop-down, click **Show as** (See Figure 1).
3. Click **Conversations** (See Figure 1).
4. Conversation mode will be enabled and all related email messages will be grouped. When the email is selected, the conversation will appear in the **Preview Pane**.

![Figure 1 - Turning On Conversation Mode](image1)

![Figure 2 - Conversation View](image2)
Turning Off Conversation View

**Note:** You will need to turn off conversation mode for each folder that you wish to disable it in.

1. From the **Inbox**, click the folder that you wish to turn off Conversation Mode for (See Figure 3).
2. Click **Filter** at the top of the **Message List** (See Figure 3).
3. From the drop-down, click **Show as** (See Figure 3).
4. Click **Messages** (See Figure 3).

5. The selected folder will return to a messages only display and emails will no longer be grouped by conversation.

![Figure 3 - Turning Off Conversation View](image)

![Figure 4 - Message Mode](image)