Conversation View in OWA – Outlook Web App.

How to Disable Conversation View

For a long time your Inbox has been a lengthy, chronological list of all the emails you have received. It can sometimes be a daunting task to wade through these messages; deleting, filing, and reading individual emails. Microsoft's solution has been to arrange the emails not only by date but also by related messages, called "conversations."

All of your emails are now grouped into conversations based on the subject of the mail.
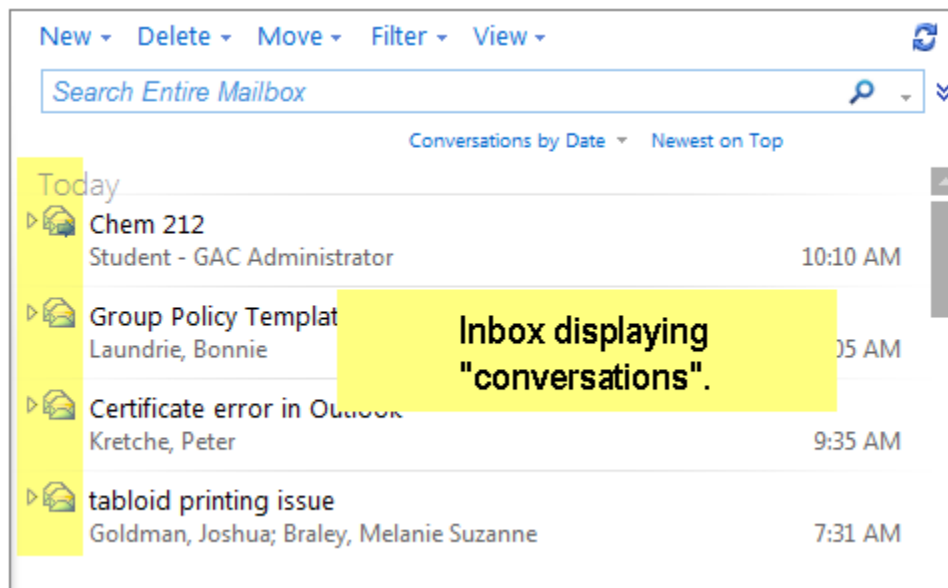

If you expand a conversation you'll get to see all of the older messages that make up that conversation, and you'll even see your Sent Items right inside the conversation – since the email messages you send in a conversation are just as important as those you receive:

If you move emails into other folders, the related messages and folder name will also be displayed.
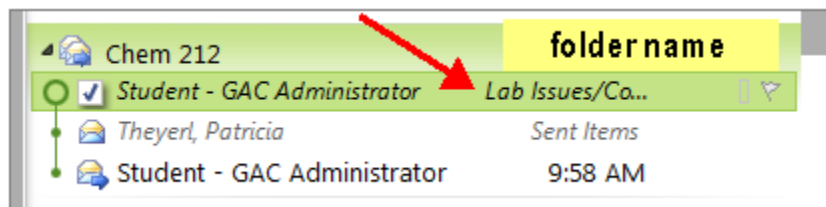
Who replied to whom? Outlook Web App makes it even easier to tell who replied to you inside of a conversation. Click on any individual message inside of a conversation to see a dotted line that shows which messages it replies to. This can be useful when a reply comes into a conversation that actually responded directly to an earlier message in the conversation.
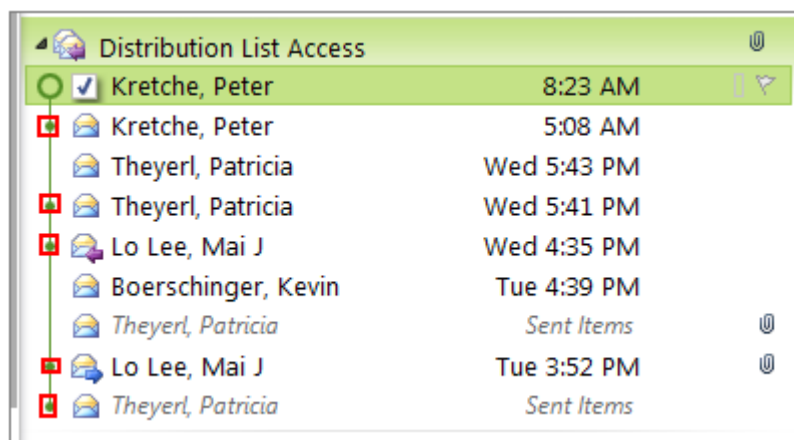

By grouping all the related emails in a conversation together into a single item, Outlook Web App allows you to save time by easily deleting, moving, categorizing, or marking the entire conversation as read in one click. Once you categorize a conversation, Outlook Web App will automatically categorize new items that arrive in that conversation!

Conversation view is enabled by default for every mail folder in your mailbox. You can disable it, but you will need to disable it on each folder separately; there is no option to disable the setting on multiple folders.

Disable or Enable Conversation View

1. In the left column of OWA, click the folder for which you want to modify conversation view.
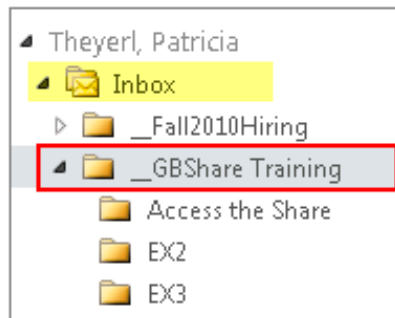
In the right window, below the "New" option, click the drop-down arrow next to "Conversations by Date". At the bottom of the menu, to disable the option, **uncheck Conversation**, or to enable it, check this box. Repeat all the steps above for **every folder** for which you want to disable or enable conversation view.
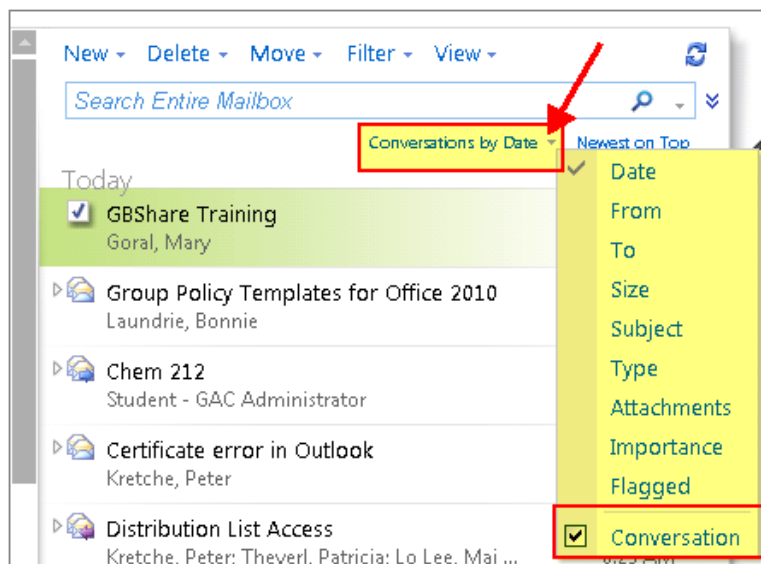
Working with Conversation View Emails

Replying to a Message

When you click a message in Conversation view, the most recent message is highlighted. If you click **Reply**, **Reply All** , or **Forward**, that's the message you'll reply to or forward.

To reply to or forward a different message in the conversation, select that message to highlight it, and then click **Reply**, **Reply All** , or **Forward**. You can select the message in the List View or in the Reading Pane.

You can also click **Actions** (upper right-hand corner) on a message to view of list of things you can do with that message, including reply.

How do I ignore a conversation?

You can use Ignore Conversation to delete any messages you've received in a conversation, and delete any future messages sent to that conversation. Ignoring a conversation won't remove messages from your Sent Items folder.

To ignore a conversation, select the conversation in the List View by clicking it, and then do one of the following:

- Click the down arrow next to **Delete** and click **Ignore Conversation**.
- Right-click the conversation in the List View and click **Ignore Conversation**.

Additional Info on Conversations:

- If you're using Conversation view, when you click **Delete**, what is deleted depends on what you've selected.

  > If you've selected the conversation in the List View, every message in the conversation that's in the current folder will be deleted. For example, if you're viewing your Inbox and have selected a conversation that includes messages in your Sent Items folder or other folders, the messages that aren't in your Inbox won't be deleted.

  > If you've selected one message in the conversation, only that message will be deleted.

- When you delete a message by clicking **Delete**, or **Ignore Conversation**, or by pressing the DELETE key, the message is moved to your Deleted Items folder.

- You can also cancel Ignore Conversation and return the conversation to your Inbox. To cancel Ignore Conversation:

  1. In the folder list, click the Deleted Items folder.
  2. Find the conversation that you ignored in the Deleted Items folder and click to select it. ✕ will change to .
  3. Click the down arrow next to and select **Cancel Ignore Conversation**.

  You can select multiple adjacent messages to delete by holding down the SHIFT key and clicking the first message you want to delete, and then clicking the last message you want to delete. Doing this selects all messages in between. You can select multiple non-adjacent messages by holding down the CTRL key and clicking each message that you want to delete to select it. After you make your selections, press DELETE on your keyboard to delete them.