Recalling Email Messages Outlook



You may occassionally need to recall an email message in order to correct information, add additional details, etc.

- 1. Navigate to the Sent Items Folder in Outlook.
- 2. Double-click the email you wish to recall. From the ribbon, you will see an additional "Actions" option.

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3. Select "Recall this message" from the dropdown menu. From the pop-up window, you will need to select how you would like the message recalled.



*Note: Message recall will not be successful if one or more of the following conditions are true:

- The recipient is not using Outlook.
- The recipient is not logged on to the mail service provider.
- The recipient is using Cached Exchange Mode and is working offline.
- The original message is moved from the Inbox. This can occur when rules are used.
- The original message is opened first and marked as read. This can occur when the message is displayed in the Preview Pane or Reading Pane.