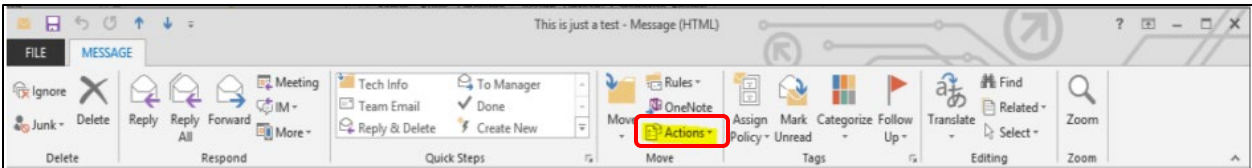


Recalling Email Messages

Outlook

You may occasionally 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.



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.