

How do I unsend a message in Outlook?

In Outlook unsending a message is called Recall. Recall does not work in all situations. There are several limitations of which you need to be aware.

Recall only works...

- for messages that are sent to other MCPS Outlook user's
- for recipients using the Outlook client (not Outlook Web Access or OWA)
- if the recipient's mailbox is open
- when the message is unread and in the recipient's Inbox

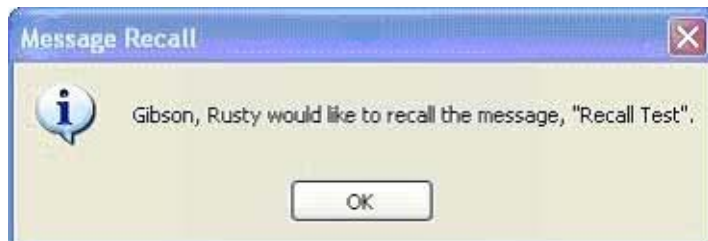
To Recall a Message

1. Navigate to your Sent Items folder
2. Open the message you want to Recall
3. Select "Recall This Message..." from the Actions menu
4. To Recall the message select "Delete unread copies of this message"
5. To replace the message with a different message select "Delete unread copies and replace with a new message"
6. To be notified as to whether or not your recall succeeds check the box next to "Tell me if recall succeeds or fails for each recipient"
7. Click OK

NOTE: Each recipient will get a message from you indicating that you wish to recall the message. Once they open the Recall request, they are presented with a dialog box. If they have not read the original message, they get receive a the dialog box below and the message and the Recall request are removed from their Inbox:



If they have already read the original message, they get the dialog box below, the Recall request is removed, but the original message stays:



Did the Recall Work?

If in Step 6 you checked the box to be notified about the success or failure of the recall, you will receive in your account a notification from each recipient of the message indicating a success or failure.

	From	Subject	Received
	Dendron, Rhoda	Message Recall Failure: Recall Test	Wed 1/5/2005 2:21 PM
	Dirt, Phil	Message Recall Success: Recall Test	Wed 1/5/2005 2:21 PM

Once you open these receipts, a permanent record is stamped on the original message. To view this information, open the original message in your Sent Items folder, and click on the Tracking tab.

