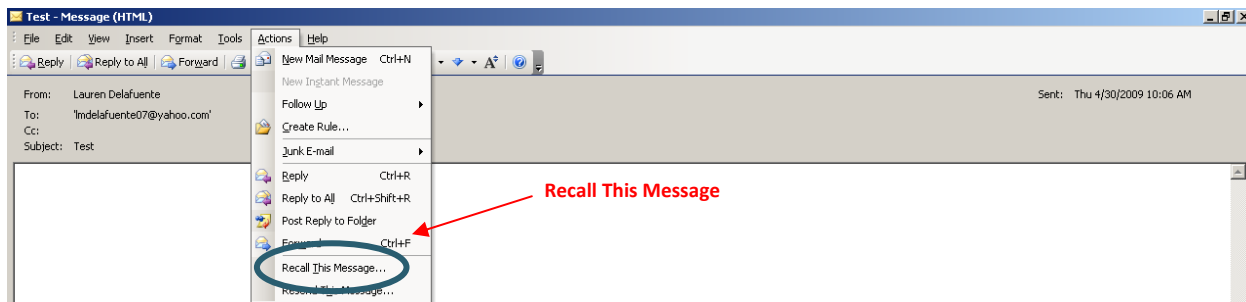


BSM Connection™ Online Library Software Tips - Microsoft Outlook

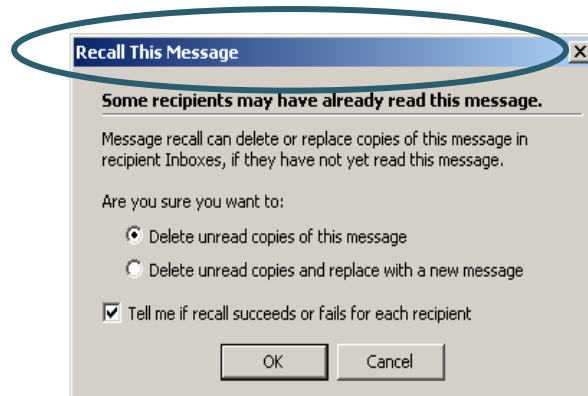
How to Retrieve an Email You Sent Before it is Read

Did you ever send an email and wish you could get it back before the receiver opens it? Here's how to attempt to retrieve it:

1. Go to your **Sent Items** folder and open the email that was sent.
2. Next go to **Actions**
3. Click the **Recall This Message** Icon.



4. Once you hit the **Recall This Message** icon, a box giving options for the recalled message will appear as shown below.



5. You can either select **Delete Unread Copies of the Message** or **Delete Unread Copies and Replace With a New Message**. It is a good idea to check mark the box **Tell me if recall succeeds or fails from each recipient**. This will send you an email letting you know if the message recall was successful or not.
6. If your recall is successful, the email will be deleted out of the recipient's inbox without notifying them that it was deleted. If it is unsuccessful, you will receive an email letting you know that the email recall failed.

****Please note:** The recall feature usually only works with emails that were sent using Outlook and if the recipient is using Outlook.