



# LUMS

A Not-for-Profit University

Information Systems and Technology



RECALL OR REPLACE AN  
**EMAIL MESSAGE**  
THAT YOU SENT



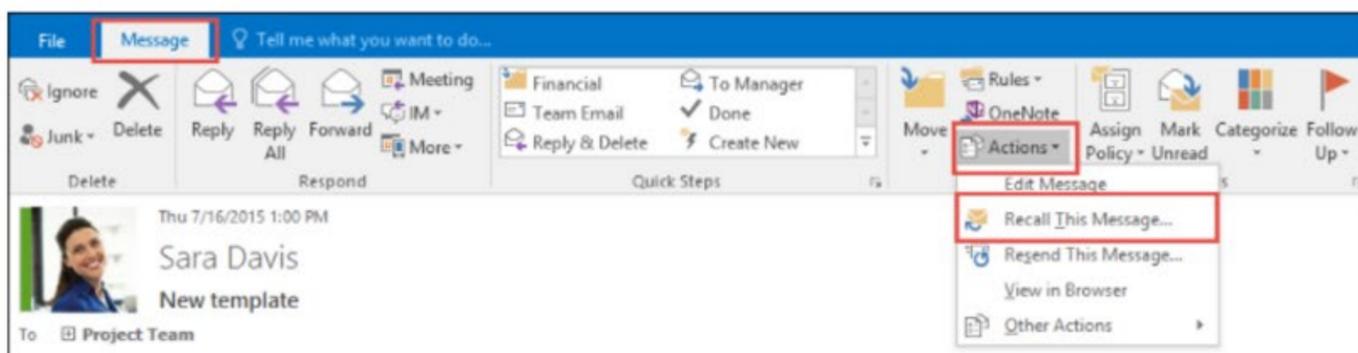
## Office 365

2021

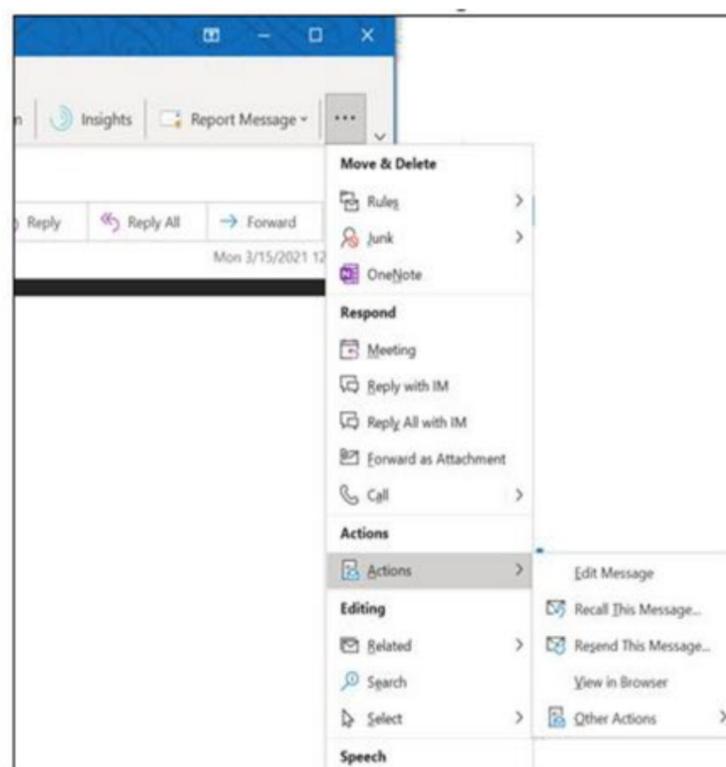
With message recall, a message you sent is retrieved from the recipients' mailboxes who haven't yet opened it. You can also substitute a replacement message. For example, if you forgot to include an attachment, you can try to retract the message and then send a replacement message that has the attachment. Message recall is available after you click Send and is available only if you and the recipient have a Microsoft 365 or Microsoft Exchange email account in the same organization.

## TO RECALL AND REPLACE A MESSAGE

1. In the folder pane on the left of the Outlook window, choose the **Sent Items** folder.
2. Open the message that you want to recall. You must double-click to open the message. Selecting the message, so it appears in the reading pane won't allow you to recall the message.
3. If you have the Classic Ribbon, from the Message tab, select **Actions > Recall This Message**.



If you have the Simplified Ribbon, select the Message tab and select **More commands (...)**. Point to Actions and select **Recall This Message**.



4. Click **Delete unread copies of this message** or **Delete unread copies and replace with a new message**, and then click **OK**.



5. If you're sending a replacement message, compose the message, and then click **Send**

## THINGS TO BE AWARE OF WHEN USING MESSAGE RECALL IN OUTLOOK

Message Recall will not be successful if:

- The recipient is not using Outlook.
- The recipient is not logged on to the mail service provider.
- The message has been moved from the Inbox.
- The message has been read. This includes viewing the message with the Preview Pane so that the message is flagged as **Read**.
- Of course, it won't work for any messages sent outside the organization
- It cannot be used from Outlook on the Web

