**2024**

# MESSAGE RECALL

IST TIPS

With message recall, a message you sent is retrieved from both the recipients' mailboxes who haven't yet opened it or have 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.
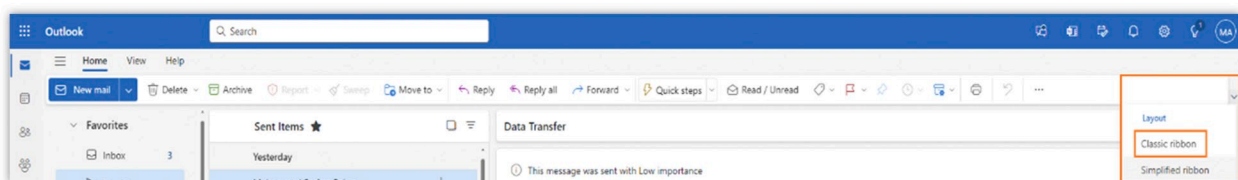
# TO RECALL AND REPLACE A MESSAGE USING WEBMAIL

The message recall option using web email is available in Windows, MAC, and other OS platforms, as well as any internet browser.
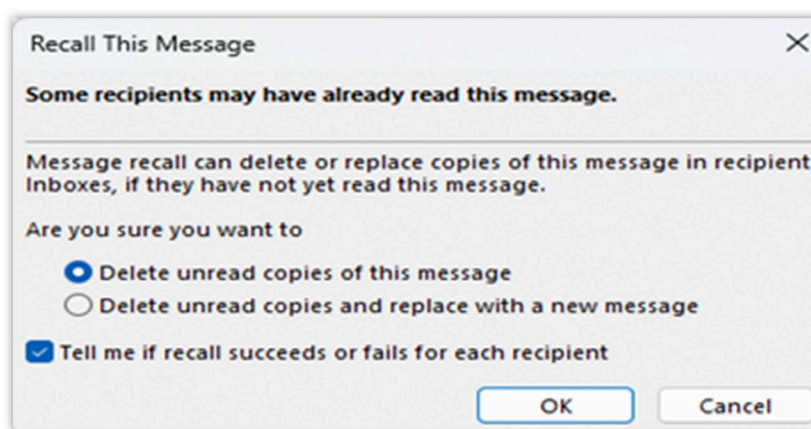
1. Go to the Sent Items folder in the folder pane on the left of the Outlook window.
2. Open the message that you want to recall. You must double-click to open the message. Selecting the message so it appears in the reading pane won't allow you to recall it.
3. If you have the Classic Ribbon from the Message tab, Recall This Message.
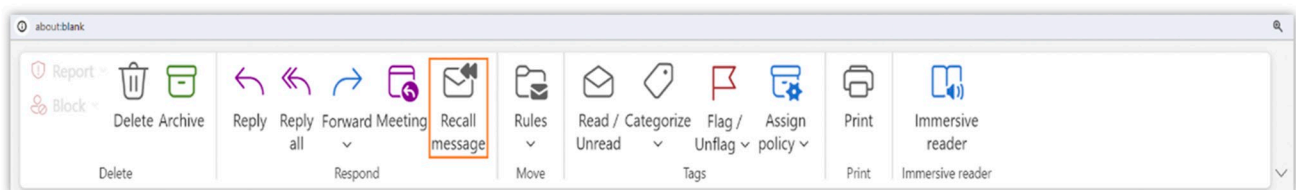


If you can't find the message recall option, please switch the ribbon pan from simplified to classic.



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

## TO RECALL AND REPLACE A MESSAGE USING OUTLOOK CLIENT
### *(only available in Windows)*

**Option-1:**

1. Choose the Sent Items folder in the folder pane on the left of the Outlook window.

2. Open the message that you want to recall. You must double-click to open the message.

3. Go to the file section, select the info tab, then select the message recall option.
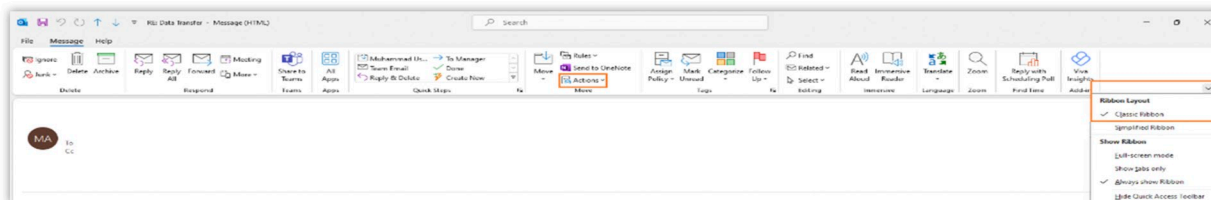
**Option-2:**

1. Open the message that you want to recall. You must double-click to open the message.
2. Recall the message the options available at Outlook home tabs using Classic Ribbon and Simplified Ribbon.

**Classic Ribbon:**

If you have the Classic Ribbon, select the **Message** tab, Point to Actions, and select **Recall This Message**.



**Simplified Ribbon:**

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