# LUMS

Information Systems Technology

# MESSAGE RECALL

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.

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### **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.

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	🛛 🖸 Now mail 🗸 🖞 Delete - 🗇 Archine 🛞 Report - 🚿 Samep 🔓 Move to											
88	<ul> <li>Favorites</li> </ul>	Sent Items ★	0 =	Data Transfer		Layout	_					
22	Inbox 3	Yesterday	12.14		-	Classic	ribbon					
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Click Delete unread copies of this message or delete unread copies and replace them with a new message, and then click **OK.** 

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Recall This Message		×	
Some recipients may have a	already read this message.		
Message recall can delete o Inboxes, if they have not ve	r replace copies of this message in t read this message.	recipient	
Are you sure you want to			
Delete upread conier	of this message		
O Delete unread copies	and replace with a new message		
Tell me if recall succeeds	or fails for each recipient		
		100000	
	OK (	Cancel	

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

#### **Option-1**:

and the server

- 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.



## HOW RO RECALL YOUR MESSAGE



- 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**.

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#### **Simplified Ribbon:**

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

