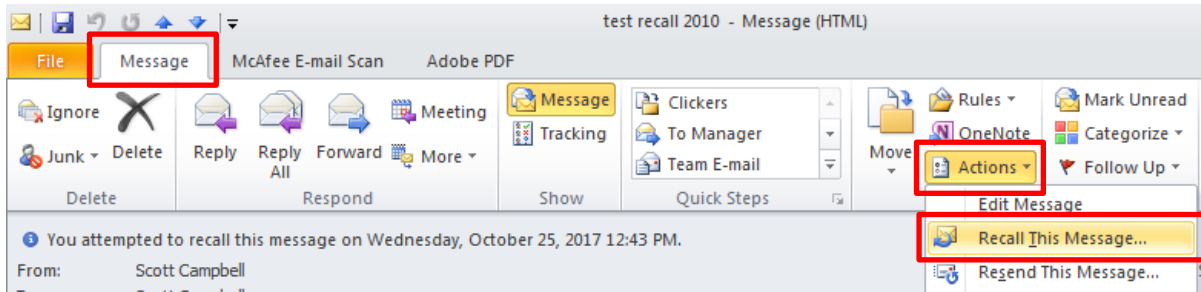


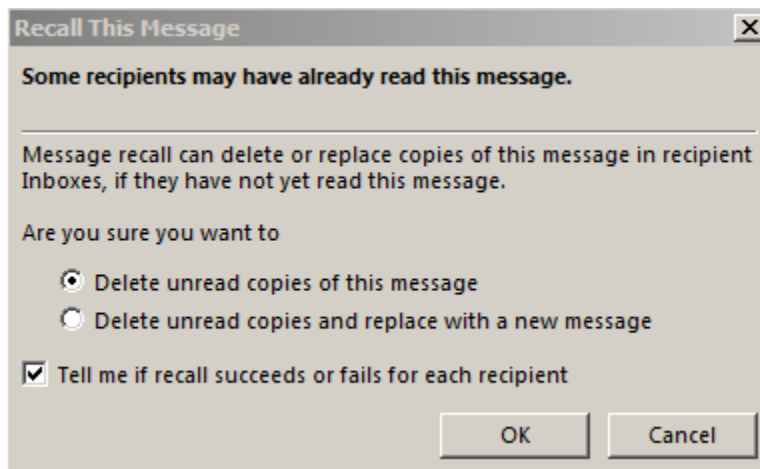
Recalling Emails in Outlook 2010

The following instructions are specific to Outlook 2010 where the recipients also have Outlook 2010.

1. In the folder pane, 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. Under the **Message** tab, choose **Actions > 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**.

Notes:

1. The recall process will fail if the recipient has already opened the email being recalled or if it has been forwarded to a folder or to another email account.
2. The recall process will only work for recipients using Exchange. For recipients outside Exchange, the request to recall email will still be sent, but there is no functionality to remove the original message.