

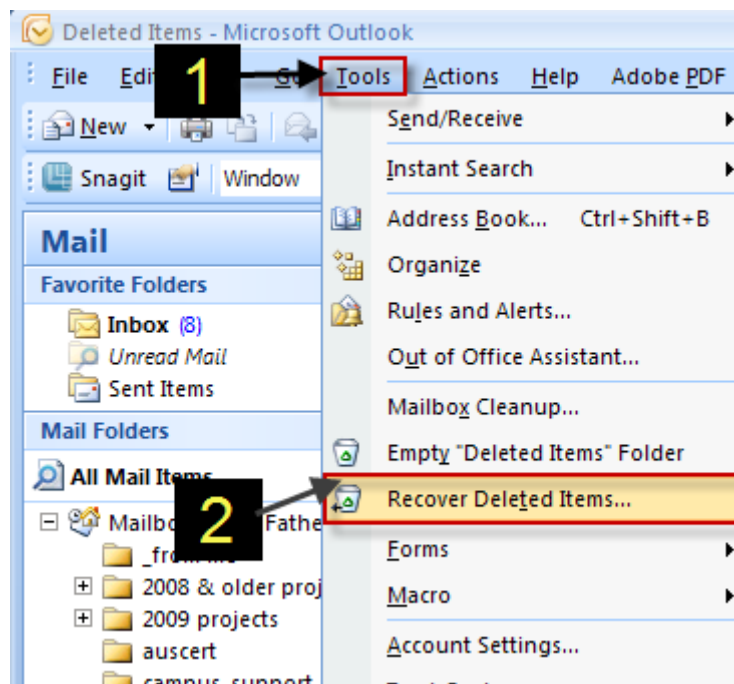
Outlook 2003 and 2007

Uh oh. You've just emptied your deleted items folder, and you've realised that you shouldn't have deleted that important email. There's no need to panic just yet. Outlook provides a way to recover deleted emails, even after you've cleared the deleted items folder.

This fact sheet is aimed at users of **Microsoft Outlook 2003/2007** or **Outlook Web App**, who wish to recover email they have recently deleted. Screen shots are from Outlook 2007 and Internet Explorer.

Open Outlook's **Deleted Items** folder.

Open the **Tools** menu, and select **Recover Deleted Items...**

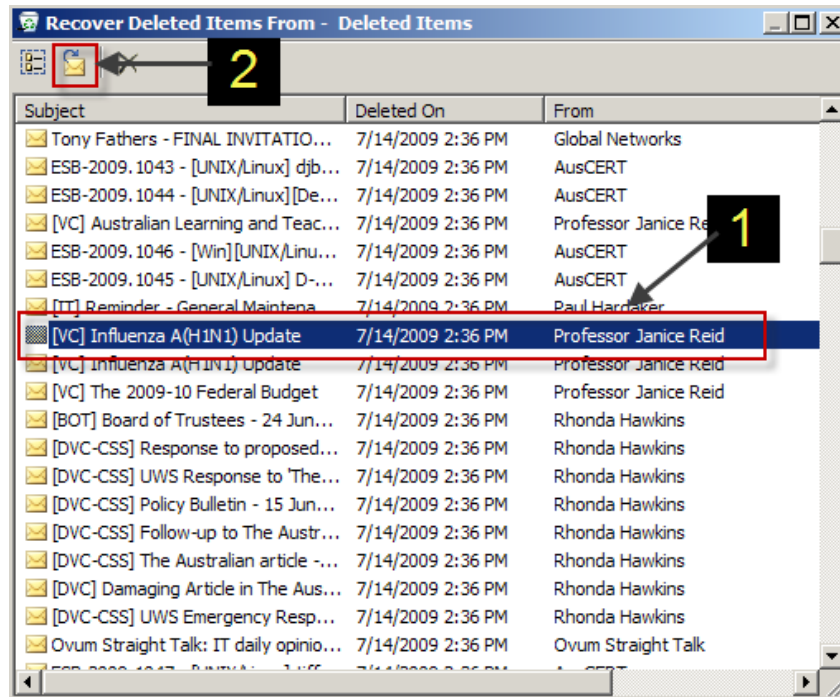


Tools → Recover Deleted Items...

The Recover Deleted Items From <folder name> window will open.

Select the **email(s) to be recovered**. To aid your search, you can click a **column heading** to sort the messages in ascending or descending order.

Click the **Recover selected items icon**. 



Select, then recover

The recovered email will soon appear in the folder. Close the Recover Deleted Items window.

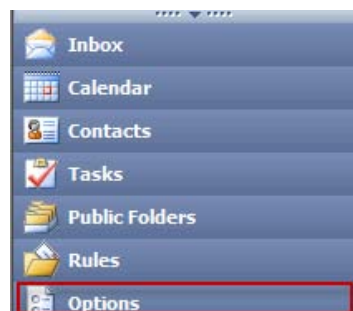
Outlook Web App (OWA)

Use your web browser to login to OWA.

<http://email.uws.edu.au>

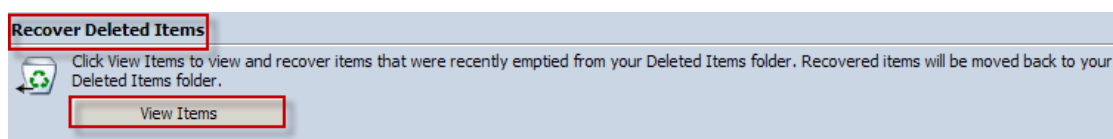
Press the **Options** button.

The Options window will open.



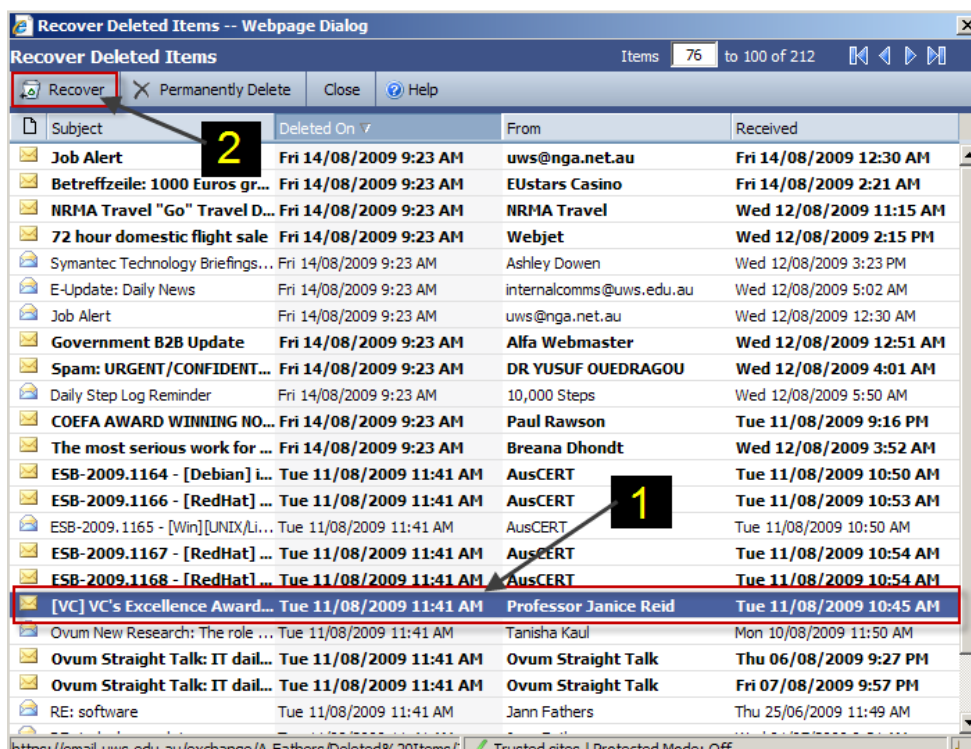
Press OWA's Options button

Scroll to the bottom of the Options window, where you will see the heading **Recover Deleted Items**. Press the **View Items** button.



Recover Deleted Items option

The Recover Deleted Items window opens. **Select the message** you want to recover and then press the **Recover** button. The message will soon return to **your Deleted Items folder**. **Close** the Recover Deleted Items window.



Select the desired message and press Recover



- Some items can only be recovered from their original folder. If you can't find the email you wanted, try the same process, but start in the message's original folder instead of the deleted items folder.
- Recovery can only recover items deleted within the last two weeks.
- Recovery cannot recover emails that have been "hard deleted" (shift+delete). Hard deleted emails may be available on central backups.

Further assistance:

If you are still unable to recover the email, please contact the ITS Service Desk – it *may* be possible to recover the email from backups.

IT Service Desk

Phone:	02 9852 5111 (ext 5111)
Email:	its servicedesk@uws.edu.au
Self Service job logging:	http://itsm.uws.edu.au
UWS IT Services Catalogue:	http://www.uws.edu.au/its