

# SAYRE AREA SCHOOL DISTRICT TECH TIP

## RECALLING A MESSAGE IN MS OUTLOOK

### Purpose

To attempt to recall a message that was already sent.

### Email Best Practice

You may not be able to recall an email message, so this recall feature should not be used often (for example, deciding to proofread after the message was sent and then deciding to recall it if you notice any grammar or spelling errors—this is a very bad practice).

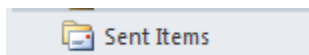
### Limitations

If the person who was sent the email has already opened it, then the message cannot be recalled.

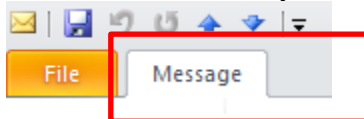
This procedure may not work if you are trying to recall a message sent outside the SASD network (ex., Guthrie).

### Procedure

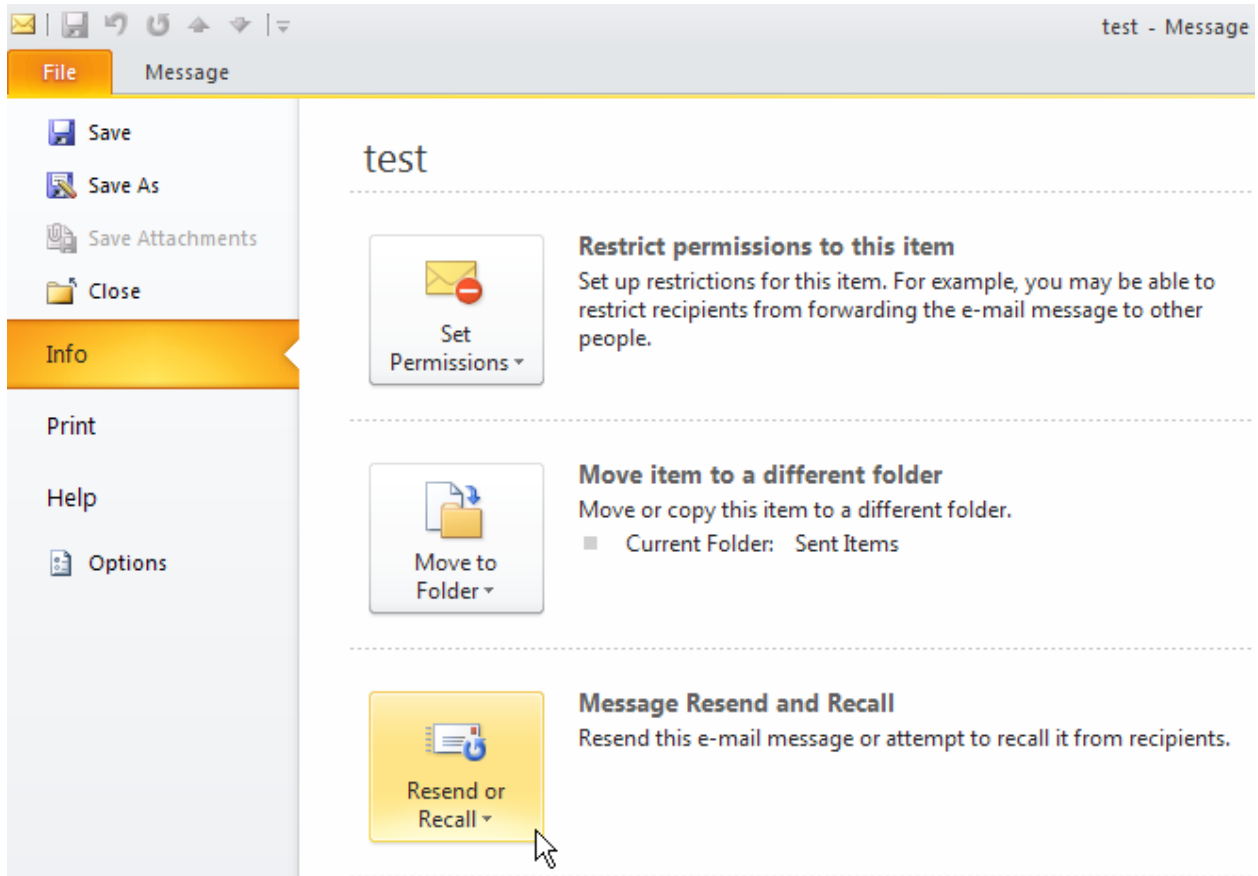
First, go to the message that was sent under Sent Items.



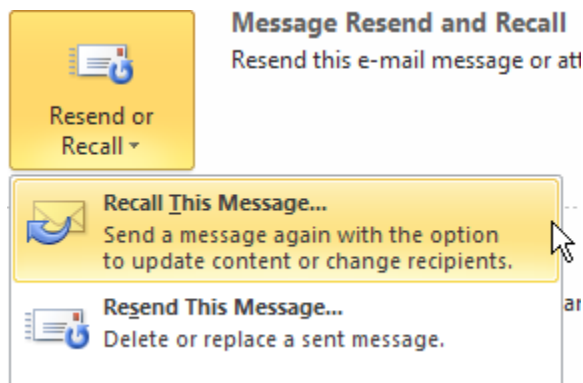
Click on File tab once you have the message open



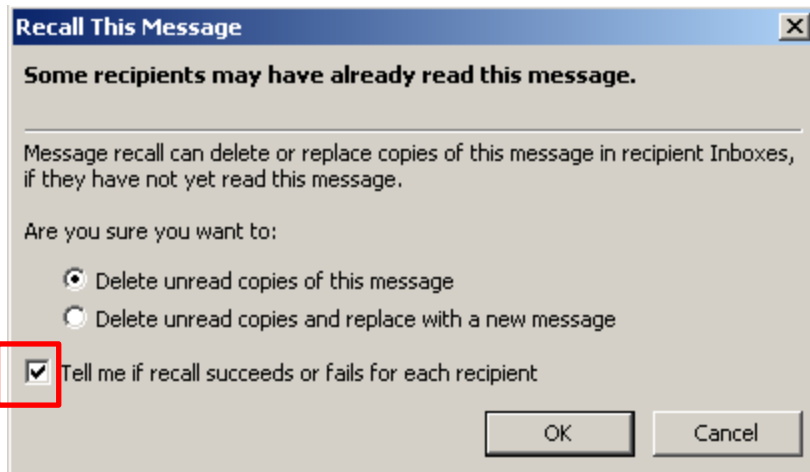
Go to Info→Resend or Recall



Select Recall This Message



Once you have clicked on this the following message will appear:



Please note that the message can only be successfully recalled if the recipient has not yet read (opened) this message.

You have the options of either deleting the unread copy OR deleting the message and replacing it with another one, as noted in the screen capture above.

You will want the 'Tell me if recall succeeds or fails for each recipient' selected.

Select OK and wait for the message saying whether or not the recall was successful.

