

SAYRE AREA SCHOOL DISTRICT TECH TIP

RECALLING A MESSAGE IN MS OUTLOOK

Purpose

To attempt to recall a message that was already sent. **This procedure has severe limitations. In most cases, it does not work** – see the limitations section below.

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.

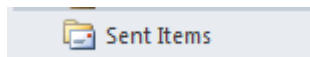
This feature will not work with users using the Outlook Web Client (ex. Students).

This feature will not work if users have the preview pane on in Outlook.

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. Open it in a new window.



Click on File tab once you have the message open
Go to Info→Resend or Recall



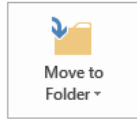
- Info
- Save
- Save As
- Save Attachments
- Print
- Close

- Office Account
- Options

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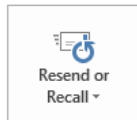
Set
Permissions ▾



Move to
Folder ▾

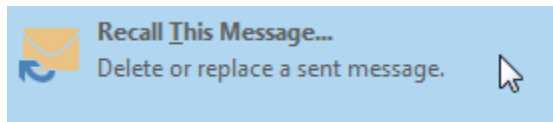


Open Delivery
Report

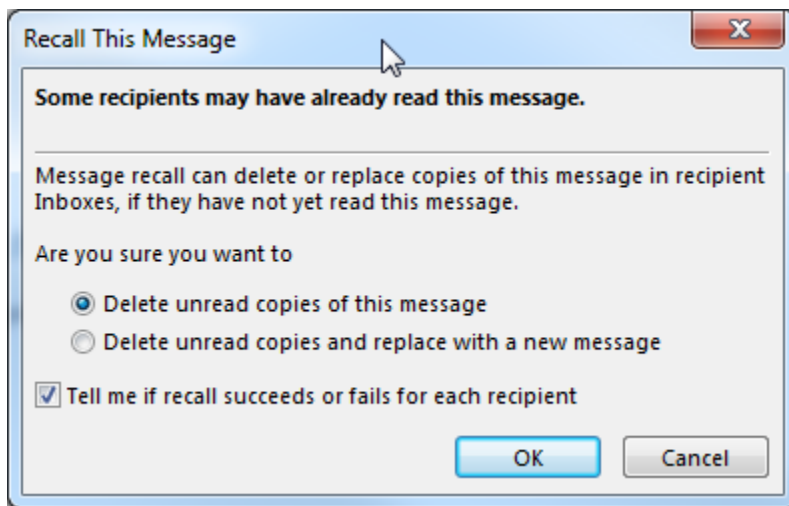


Resend or
Recall ▾

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.

