

# Outlook: Recovering Deleted Items

By

Christopher A. Leonti

Information Technology Support Specialist

College of Ag / Montana Ag Experiment Station

Montana State University-Bozeman

<http://ag.montana.edu/infotech>

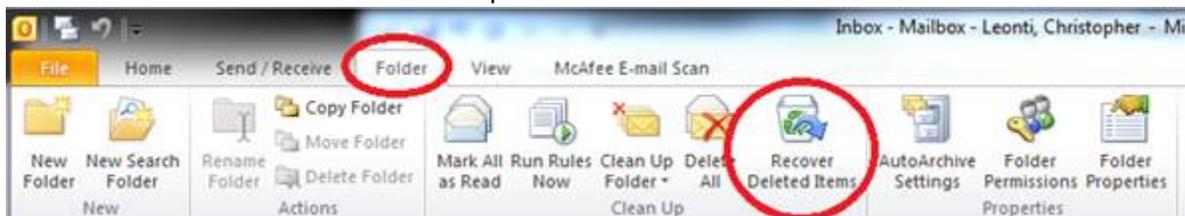
Almost everyone using e-mail has deleted an important message and wanted to get it back. If you realize quick enough you can often recover the message from your *Deleted Items* folder. But what can you do if the deleted message isn't in your *Deleted Items*? Fortunately there is a feature for many MSU e-mail accounts that may help you recover deleted messages. There is a chance that the deleted message will not be recoverable, but it is definitely worth trying these steps before giving up.

The directions below are shown using Outlook 2010 though you may be able to perform similar actions with other versions. You also need to have a Microsoft Exchange e-mail account in order to use this tool.

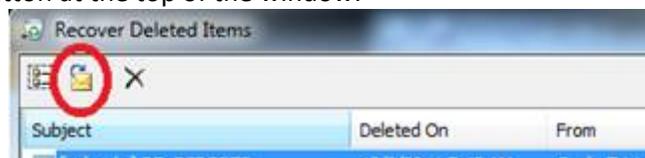
## **NOTE:**

**Make sure you are in the main Outlook window and not an open e-mail before proceeding.**

1. Open the folder that contained the deleted item.
  - o If you are not sure what folder it was in, try the *InBox* or *Deleted Items* folders.
2. Click the FOLDER tab near the top of the Outlook window.
3. Click RECOVER DELETED ITEMS in the Clean Up section.



4. You should see a list of items that can be recovered. If you see the message you need to recover, click it once so that it is highlighted.
5. Click the Recover Items button at the top of the window.



6. The recovered item will be restored to the folder it was deleted from.
  - o If you have a large number of items in this folder you may need to use the SEARCH function to find it.

It can seem somewhat random what messages are recoverable and what ones are not. Despite this, it is always best to see if the message in question is recoverable before assuming it has been permanently lost.