## How to recall an email in Outlook

The Recall feature is only available for accounts that use the Exchange protocol, and it will only be successful if the recipient has not yet read the email. Therefore, it is recommended that users double-check before sending emails.

1. Please Click [Sent Items], and select the mail you want to recall.



⊟ <u>२०</u> ↑↓	~		Recall test(A) - Messa	ige (HTM	L)		۲
File <u>Message</u> He	lp Q Tell me what you	want to do					
© Ignore ∭ — ⊗ Junk ~ Delete Archive	Reply Reply Forward to V	Image: Move to: ?     →       Image: Team Email     →       Image: Team Ema	To Manager ^ Done ~ Create New <del>~</del>	Move	Rules ~	Mark Categorize F	Fol Ul
Delete	Respond	Quick Step	is Fa		Edit Mes	sage	٦
Recall test(A)				ſ	Recall <u>T</u> h	nis Message	
2 測試帳號-002 To	2				Co Resend 1	This Message	
					<u>V</u> iew in E	Browser	
Test					🔁 Other Ac	tions >	,



3. Pop up confirmation window, choose option you want, then click **(**OK**)**.

Recall This Message	×			
Some recipients may have already read this message.				
Message recall can delete or replace copies of this message in recipient Inboxes, if they have not yet read this message.				
Are you sure you want to				
Delete unread copies of this message Delete unread copies and replace with a new message	age			
Tell me if recall succeeds or fails for each recipient				
ОК	Cancel			

4. You can see a message [You tried to this message on …] displayed in the email.

Recall test(A)
风測試帳號-002 To
(i) You tried to recall this message on Monday, February 19, 2024 4:08 PM.
Test

5-1. If the recall is successful, you will receive a recall notification message.

```
From

To 測試帳號-002

Subject 郵件回收成功: Recall test(A)

Your message

To:

Subject: Recall test(A)

Sent: 2/19/2024 4:08 PM

was recalled successfully on 2/19/2024 4:08 PM.
```



5-2. If the recall is failed, you will receive a recall notification message.

```
From

To 測試帳號-002

Subject 郵件回收失敗: Recall test(A)

Your message

To:

Subject: Recall test(A)

Sent: 2/19/2024 4:10 PM

cannot be recalled on 2/19/2024 4:10 PM.
```