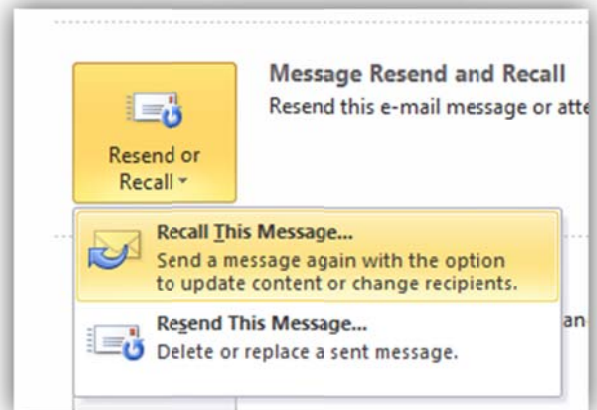
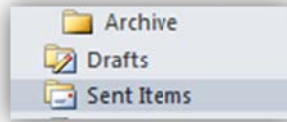




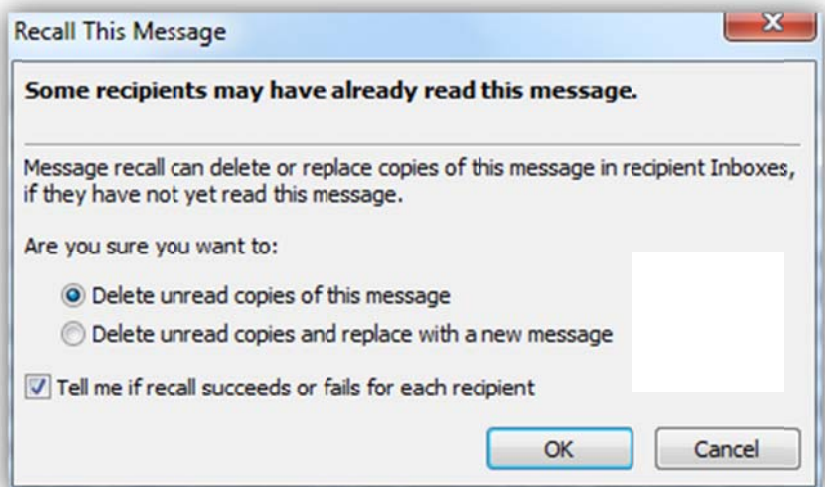
Recalling an E-mail

1. Select **Sent Items** from the folder tree.
2. Open the e-mail you wish to recall.
3. Select the **File** tab in the top-left corner of the window.
4. Select **Resend or Recall** and click **Recall This Message**.
5. A dialog will open with the option to **Delete unread copies of this message** or **Delete unread copies and replace with a new message**.
6. You can also select an option to notify yourself of the success or failure of the recall. (You may not want to choose this option if you have a very large number of recipients.)



Important Information (Summary at bottom)

- Recalling an e-mail will ONLY work within our local domain. This means that you can only recall e-mails sent to @ni.edu e-mail addresses. You cannot recall an e-mail sent to someone with a @gmail.com or @msn.com address.
- Recalling will only work if the recipient has not yet read the message.
- Outlook's recall request is only processed on the recipient's computer; the recall request is not



processed on the server. This means that the recall request will not be processed until the recipient opens Outlook.

- Recalling will not work if the recipient accesses his or her account with anything other than Outlook – such as a mobile phone or Outlook Web Access.
 - Example 1: Bob has his ni.edu mail delivered to his iPhone so he can read it as quickly as possible. Outlook **is not** currently running on his desktop computer. You send an e-mail to him and then quickly recall it. He will see both the message that you try to recall and a message stating that you are trying to recall it.
 - Example 2: Bob has his ni.edu mail delivered to his iPhone so he can read it as quickly as possible. Outlook **is** currently running on his desktop computer. You send an e-mail to him and then quickly recall it. There are two possible scenarios here:
 - He might open the e-mail on the phone before you send the recall. The e-mail will be marked as read; the recall will fail, and he will see a notification that you attempted to recall the message.
 - He might not open the e-mail on his phone before you send the recall. The recall will be successful, but he will still see a notification stating that you recalled the message.
 - Example 3: Jane is a student with a personal laptop. You send a message to her ni.edu address and then attempt to recall it. She opens Outlook Web Access (<http://mail.ni.edu>) on her personal laptop, and she sees the message with the fact that you are trying to recall it. She will naturally rush to read the message. The next time she opens the full Outlook client on a lab computer the recall will fail, because the message is marked as read.
- The recipient will be notified of the attempted recall, *whether or not it was successful*.
- It is possible for someone to have Outlook open on their computer and read a message in the preview pane, but it is still marked as unread until they click a different message even if it is successfully recalled. However, they may have actually seen the message, and they will receive a notification that you recalled a message from their inbox.

Summary

The recall feature will only work if the recipient's address is at ni.edu, and he or she must be using the desktop version of Outlook. In addition, your sent message must not have been read, nor should the message have been sent to the recipient's external communication device, such as an iPad or mobile phone. If this message has been sent to an external communication device other than Northland's desktop version of Outlook, they *will* be notified of your attempted recall regardless of the success or failure of the recall.