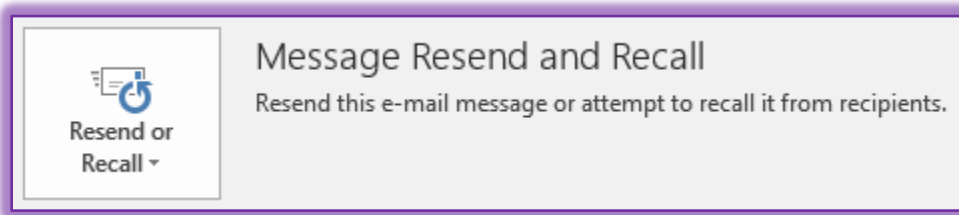


RECALL OR RESEND A MESSAGE

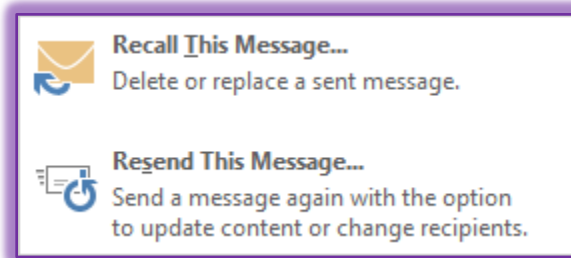
Recall a Message - Backstage View

If you are connected to a network that uses Microsoft Exchange Server, it is possible to recall a message that has been sent. If once a message has been sent, an error is discovered, the message can be recalled so that the error can be corrected and the message can be resent. A message can only be recalled if the message recipient is logged on using Microsoft Outlook. This can only work if the message has not been read or moved from the Inbox. To recall a message complete the steps below.

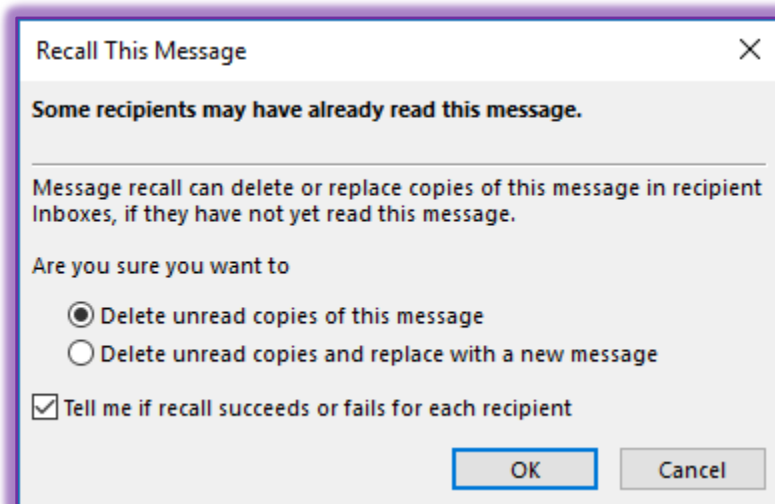
- ✦ Click the **Sent Items** folder in the **Folders List**.
- ✦ Open the message that is to be recalled.
- ✦ Click the **File Tab**.
- ✦ Click the **Info Tab**, if necessary.
- ✦ Click the **Resend or Recall** button in the **Access** window.





- ✦ Click the **Recall This Message** option from the list that displays.



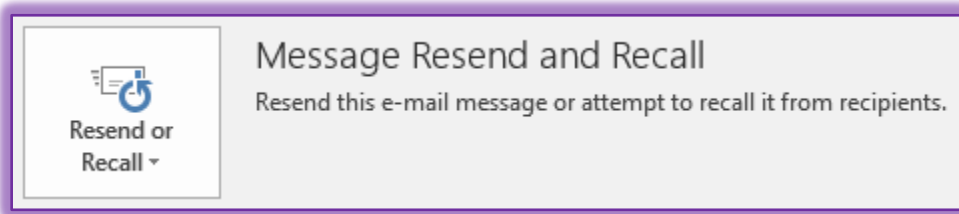
- ✦ The **Recall This Message** dialog box will display.



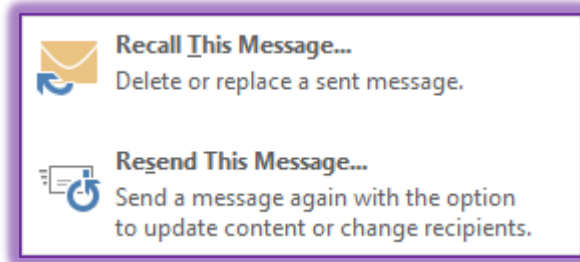
- † Under **Are you sure you want to**, select one of the options below.
 -  Delete unread copies of the message.
 -  Delete unread copies of the message and replace them with a new message.
- † Make sure the **Tell me if recall succeeds or fails for each recipient** check box contains a check mark if you want to receive a message regarding the results of this action.
- † When the options have been chosen, click **OK**.

Resend a Message - Backstage View

- † Click the **Sent Items** folder in the **Folders List**.
- † Open the message that is to be recalled.
- † Click the **File Tab**.
- † Click the **Info Tab**, if necessary.
- † Click the **Resend or Recall** button in the **Access** window.



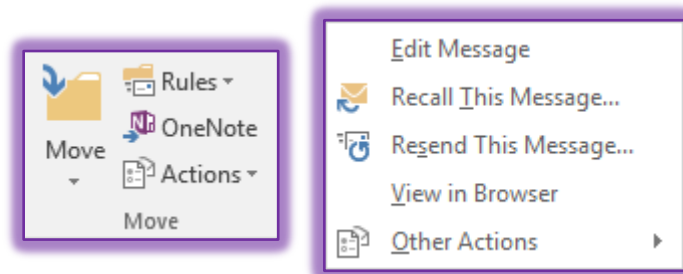
- † Click the **Resend This Message** option from the list that displays.



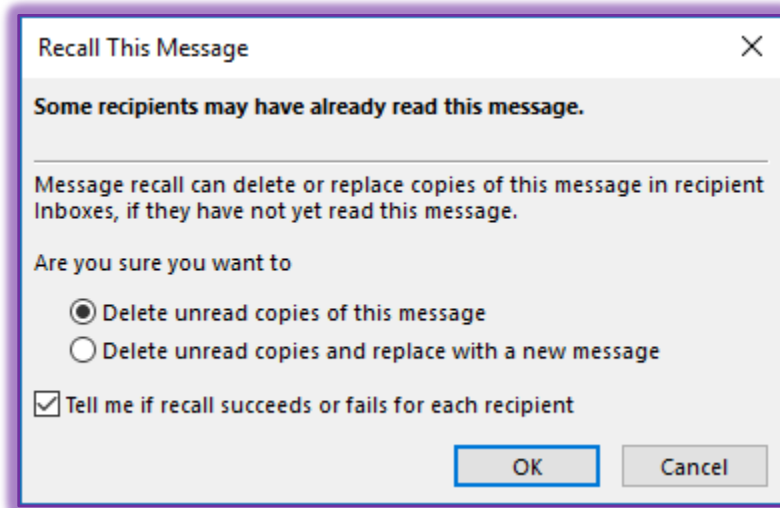
- † The **Message Window** will display.
- † Input the information for the message.
- † Click the **Send** button.

Recall a Message - Alternative Method


- † Click the **Sent Items** folder in the **Folders List**.
- † Open the message that is to be recalled.
- † Click the **Message Tab**.
- † In the **Move Group**, click the **Actions** button.
- † Select **Recall this Message** from the list of options.




† The **Recall This Message** dialog box will display.



† Under **Are you sure you want to**, select one of the options below.

 Delete unread copies of the message.

 Delete unread copies of the message and replace them with a new message.

† Make sure the **Tell me if recall succeeds or fails for each recipient** check box contains a check mark if you want to receive a message regarding the results of this action.

† When the options have been chosen, click **OK**.

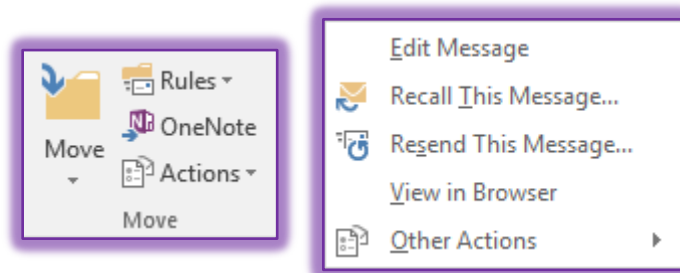
Resend a Message - Alternative Method

† Click the **Sent Items** folder in the **Folders List**.

† Open the message that is to be recalled.

† Click the **Message Tab**.

† In the **Move Group**, click the **Actions** button.



† Click the **Resend This Message** option from the list that displays.

† The **Message Window** will display.

† Input the information for the message.

† Click the **Send** button.