

Recall an email

Under limited circumstance, you may be able to recall an email that you had inadvertently sent. A recall is the removal of an email from the recipient's Inbox.

- The email sent can only be recalled if it was not read or previewed by the recipient.
- The sender must use the Outlook client version 2013 or 2016 in order the recall the email.
- The recipient must be accessing their account using the Outlook client version 2013 or 2016.
- The email cannot be recalled until the recipient has accessed their mailbox using the above listed clients.
- The email cannot be recalled if it was forwarded or sent directly to a mailbox outside of CSU.

Listed below are some of the common scenarios along with the results that you may experience when attempting to recall an email. The presumption is that the email that was sent has not been read or previewed by the recipient. As noted above, once an email has been read or previewed the recall will fail and not occur.

- 1) If the sender is attempting to recall an email using the Outlook 2013 or 2016 client and the recipient is accessing their account via a browser or mobile device, the recipient will receive an additional email from the sender's account stating that the sender would like to recall the original email. No additional instructions are provided in the notice and the recall will not occur. The sender receives no notification as to if the recall has failed.
- 2) If the sender is attempting to recall an email using the Outlook 2013 or 2016 client and the recipient is accessing their account via the Outlook 2013 client, the recipient will receive an email from the sender's account indicating that an attempt is being made to recall the original email. If the recipient opens this notice, without opening the original email first, the recall will occur and the sender will receive a confirmation that the email was successfully recalled. If the email was not successfully recalled, the sender will receive a notice indicating that the recall has failed.
- 3) If the sender is attempting to recall an email using the Outlook 2013 or 2016 client and the recipient is accessing their account via the Outlook 2016 client, the email to be recalled will be removed from the recipient Inbox with no additional notices being received from the sender's account. The sender will receive a confirmation that the email was successfully recalled. If the email was not successfully recalled, the sender will receive a notice indicating that the recall has failed.

Directions to recall an email:

- 1) Sign into your account via the Outlook 2013 or 2016 client.
- 2) From your sent folder, locate and open the item to be recalled.
- 3) Expand “Actions” and then select “Recall this message”



- 4) A pop-up will appear, select “delete unread copies of this message”. If you select “delete unread copies and replace with a new message” the process will permit you to create a new email and then act the same as noted above. You will also not the option “tell me if recall succeeds, or fails for each recipient”, always check this to ensure you receive a notice under the above circumstance where a notice may be sent. Select “Ok” to recall the email.

