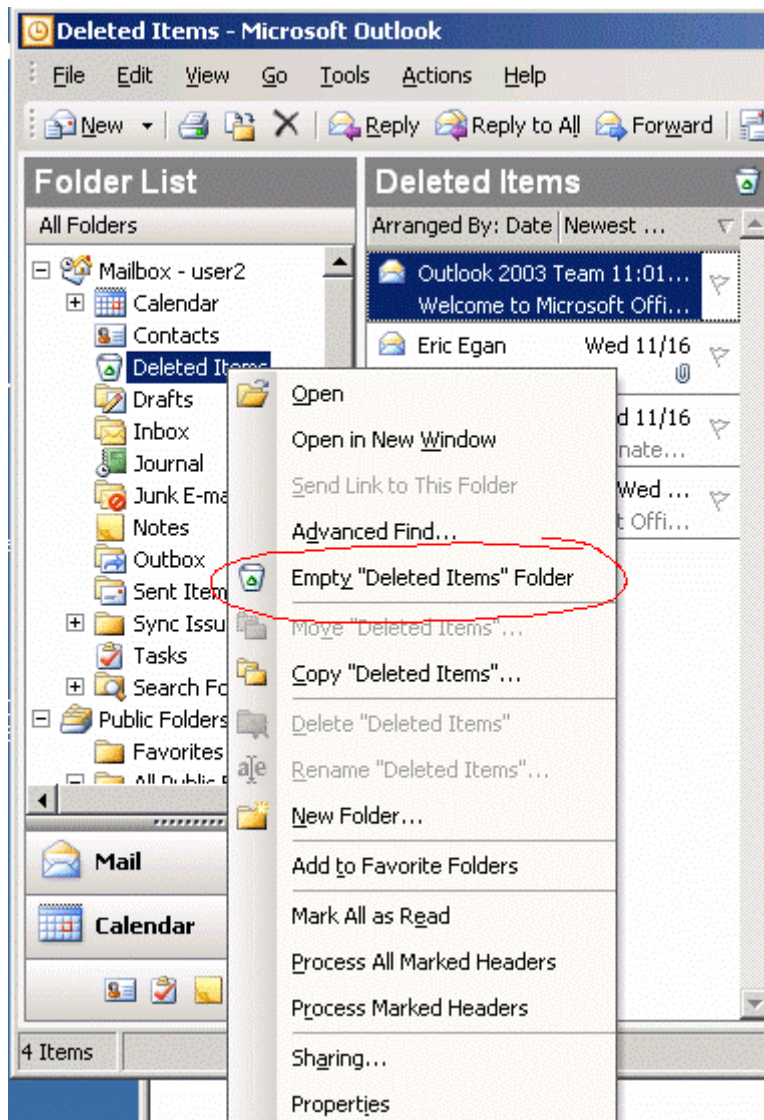


Hi all,

In a previous lesson about some of the features of our new email system, we showed you how to un-send an email. In this lesson we will show you how to undelete an email. I know all of you empty your "Deleted Items" and your "Junk E-mail" folder on a regular basis to keep your Outlook and the email server running faster. I know none of you have 6,436 items in your deleted items folder,..... right?

Most of you know how to empty your "Deleted Items" folder. But before we go on to how to un-delete an item, let's go over how to empty this folder.

Just **RIGHT CLICK** on the deleted items folder and you get a menu like this...

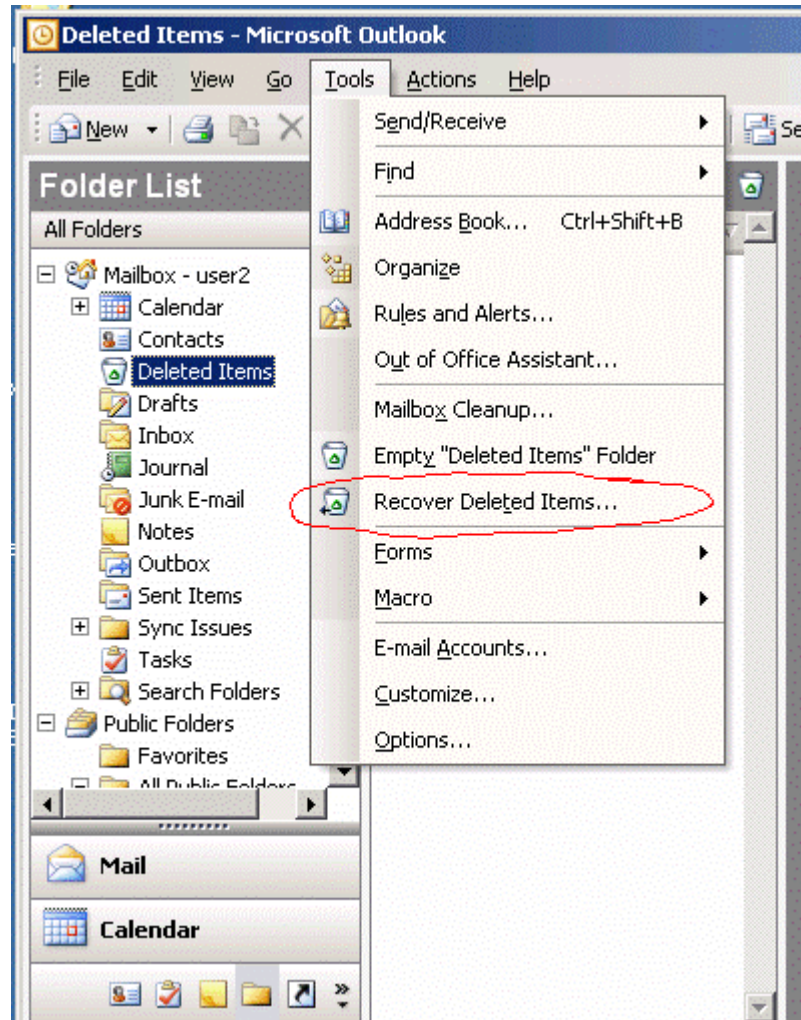


Then just click "Empty Deleted Items Folder". A window will popup confirming that you want to empty this folder, click yes .That's it. It works the same for you Junk Mail folder.

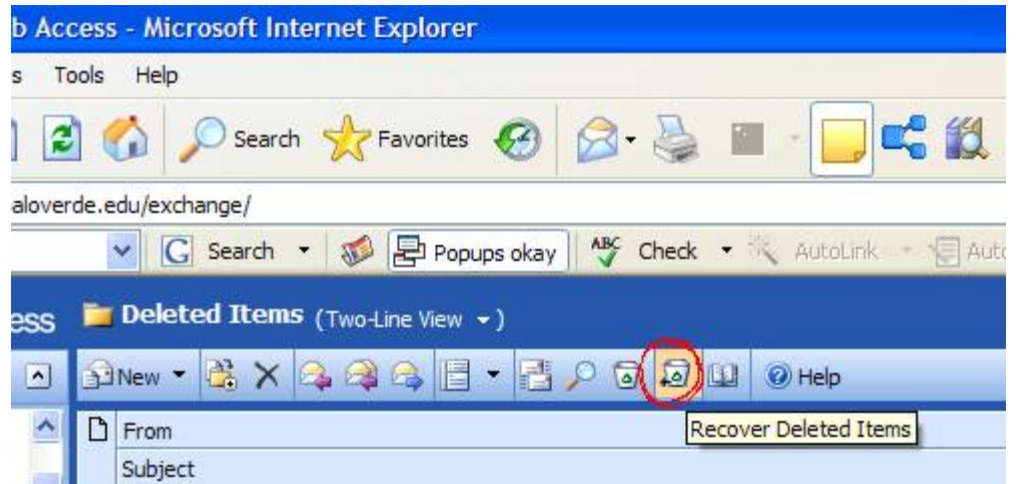
But what if you delete something and empty your delete items folder, and then want one of those items back? Well all is not lost with the new system. You can...

UNDELETE!!

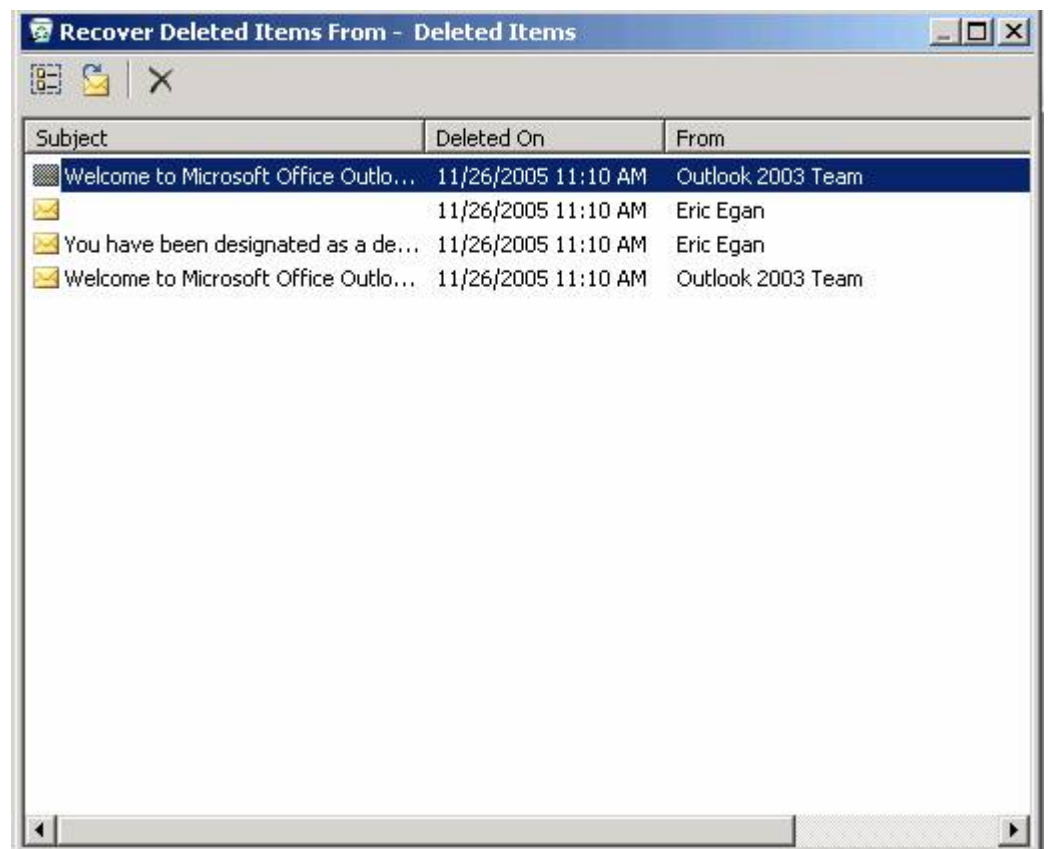
1. In the Folder list, click Deleted Items. (Just click on it once to select it, no right click or anything)
2. On the Tools menu, click Recover Deleted Items.



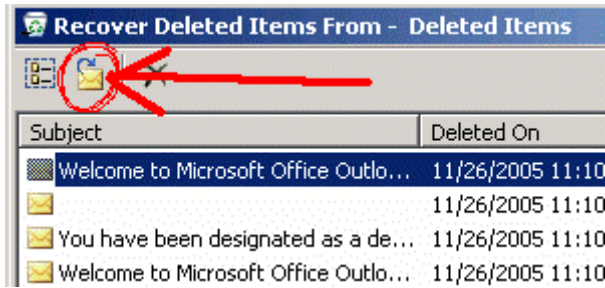
If you access your email **from the web**, you click on the deleted items folder and your tool bar will change giving you a "Recover Deleted Items" button. It should look like this....



3. Click the item(s) you want to recover. To select multiple items, click the first item, and then hold down CTRL and click additional items. The box will look like this...



4. Click the Recover Selected Items button. From the web you will see a button that says "Recover".



The items will be returned to your Deleted Items folder and then you can move them to other folders. Items that have been emptied from the deleted items folder can be retrieved for 30 days.

That's all for now.

Eric