

## *New Email System Lesson #2*

### *OOPS! Ever sent an Email by mistake? Retrieve It! Or replace it!*

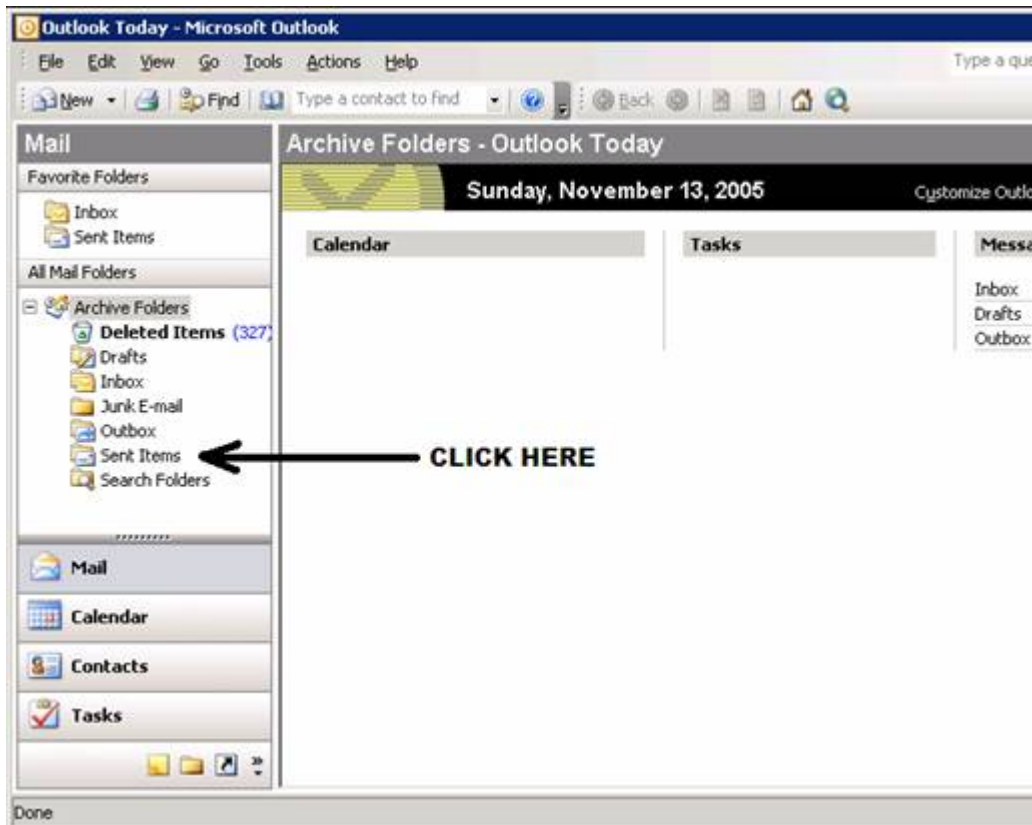
Have you ever accidentally sent an e-mail you wish you could "unsend"? Well, you can!

Because our new email server is a Microsoft Exchange Server, and Outlook as your email program, you can recall the message before the person has a chance to read it. Our new server is quite fast, in my testing this has only worked for internal PVC email, because if you send to an email address OUTSIDE of PVC it leaves here almost immediately.

In my testing it worked great for recalling email sent to a PVC email account. The potential recipient had no knowledge of the email you un-sent. A user out side of PVC, say Hot Mail, will get the rogue email and a message about you wanting to recall the previous email. Like: "Your Name" would like to recall the message, "Subject of your email".

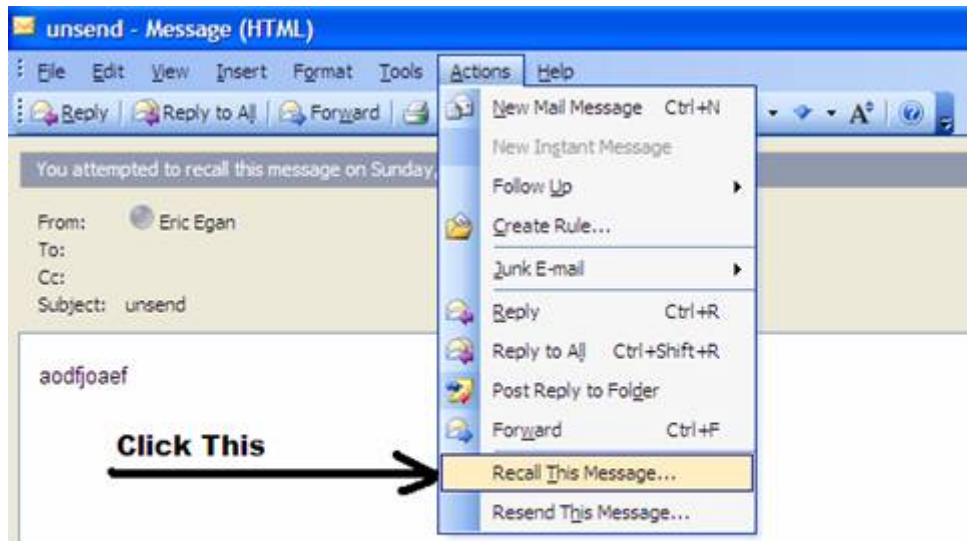
To recall a message after you've sent it:

1. Open your *Sent Items* folder....

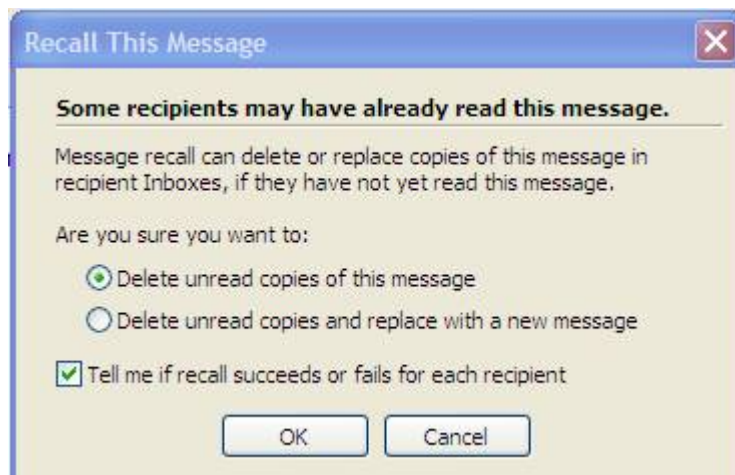


2. *Double-click* the message you want recalled.

3. On the *Actions* menu (on the tool bar at the top of the page), click *Recall This Message...*



4. To recall the message, click *Delete unread copies of this message*. To replace the message with another one, click *Delete unread copies and replace with a new message*, click *OK*, and then type a new message. The window you get with the options will look like this...



5. To be notified about the success of the recall or replacement for each recipient, select the *Tell me if recall succeeds or fails for each recipient* check box.

6. Click *OK*.

So, for PVC users you can recall an email. Outside email accounts will know you want to change an email. The sooner you recall the email the more successful the recall will be. I would imagine if someone checks their email right after you hit send, and before you recall, they may get it.

Hope this helps,

Eric Egan

PS. You might want to save this email for when you need to do this.