

GSD. Outlook - Recover Deleted Items in Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Recover Deleted Items in Outlook

Alternative names of the system:

N/A

IMPORTANT NOTICE:

By default, items are kept in the Recoverable items for 14 days.

Solution:

When user accidentally deleted an item from their mailbox, they can often recover it. The first place to look for a deleted item, such as an email message, calendar appointment, contact, or task is the Deleted Items folder. If the item is not there, they may still be able to recover it by using Recover deleted items. This article shows how to recover deleted items in Microsoft Outlook.

Outlook application Outlook Web Access (OWA)

Details:

A. Outlook application

Advise user to open Outlook application. In Outlook email folder list, user must click on Deleted Items.

Under the Home tab, inform user to select Recover Deleted Items From Server.

In the Recover Deleted Items window, user must select the item/s they wish to recover then to select Restore Selected Items then click OK.

When user recovers items from the Recoverable Items folder, they are moved to the Deleted Items folder. They can now move it to another folder.

B. Outlook Web Access

Advise user to go to Office 365 Online Portal then click the Outlook icon.

User must click Deleted Items.

Inform user to click on Recover items deleted from this folder.

Guide them to select the item they want to recover and click on Restore.

Recovered items are moved to the default location for each item type.

Messages go to user's Inbox. Calendar items go to user's Calendar. Contacts go to user's Contacts folder. Tasks go to user's Tasks folder.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A