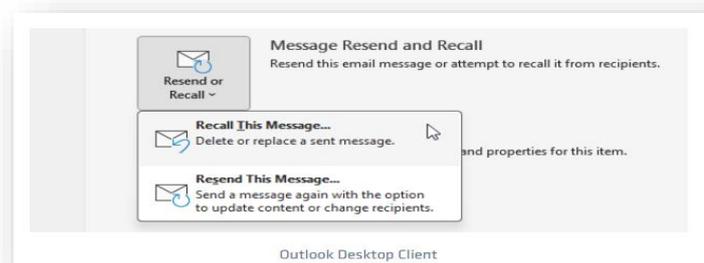


OUTLOOK MESSAGE RECALL FEATURE RE-ACTIVATED

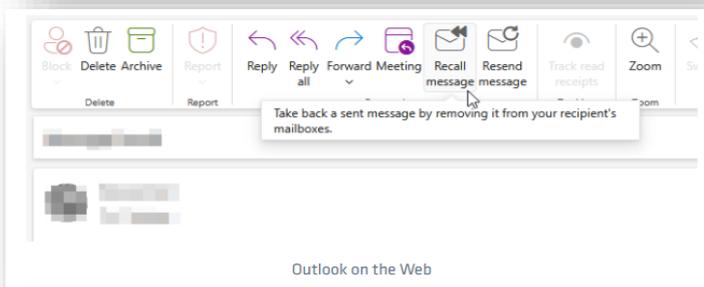
Following a Microsoft update that made the recall feature incompatible with our email environment, we announced the deactivation of Outlook's Message Recall feature in late-2023. Many of you were understandably unhappy with this news, but we're delighted to announce that the **message recall feature is now being re-activated**.

How to recall messages in Outlook

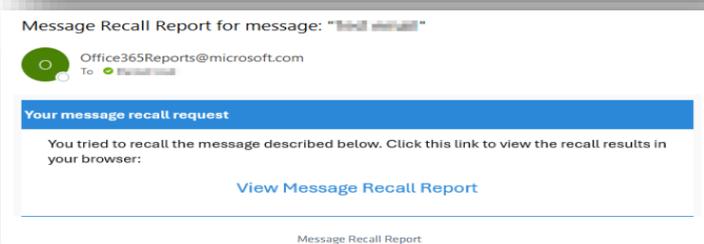
In case you've forgotten how to recall messages in Outlook, here's a quick reminder:



In **Outlook Desktop Client**, find the email you wish to recall in your 'Sent Items', open the email, click 'File' in the top left, then 'Resend or Recall' > 'Recall This Message'. Then follow the instructions in the popup.



In **Outlook on the Web**, find the email you wish to recall in your 'Sent Items', open the email, then click 'Recall message' on the Ribbon. If the button is missing, then the email was only sent externally, so cannot be recalled.



You will shortly receive an 'Message Recall Report' in your Inbox, with a link to a page where you can review the recall status for the email. Note that it can take 5+ minutes for the status to be updated.

Important to know

- Message recall is available after you **Send** an email and is available only if both you and the recipient have a Microsoft 365 email account *in the same organization*.
- Messages **can only be recalled if the recipient has not opened it yet**.
- Message recall is available through the Outlook Desktop Client on Windows and Outlook on the Web.
- Message recall will soon be available in the Outlook mobile app on iOS and Android.
- Message recall is not available in the Outlook Desktop Client for Mac.