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Recall a sent email in Outlook [1]

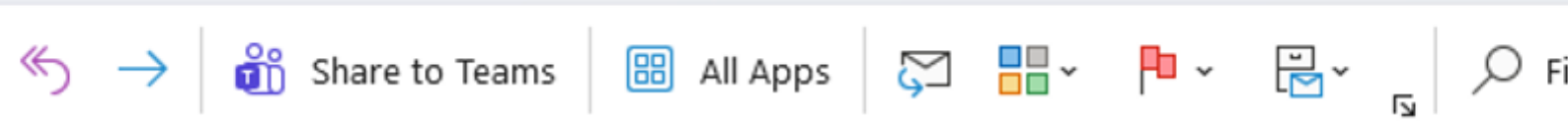
April 27, 2026 by ES and UIS Communications [2]

Sending an email to the wrong person or without an attachment is an easy mistake to make. Outlook's message recall feature lets you delete or replace a sent email — provided the recipient has not yet read it.

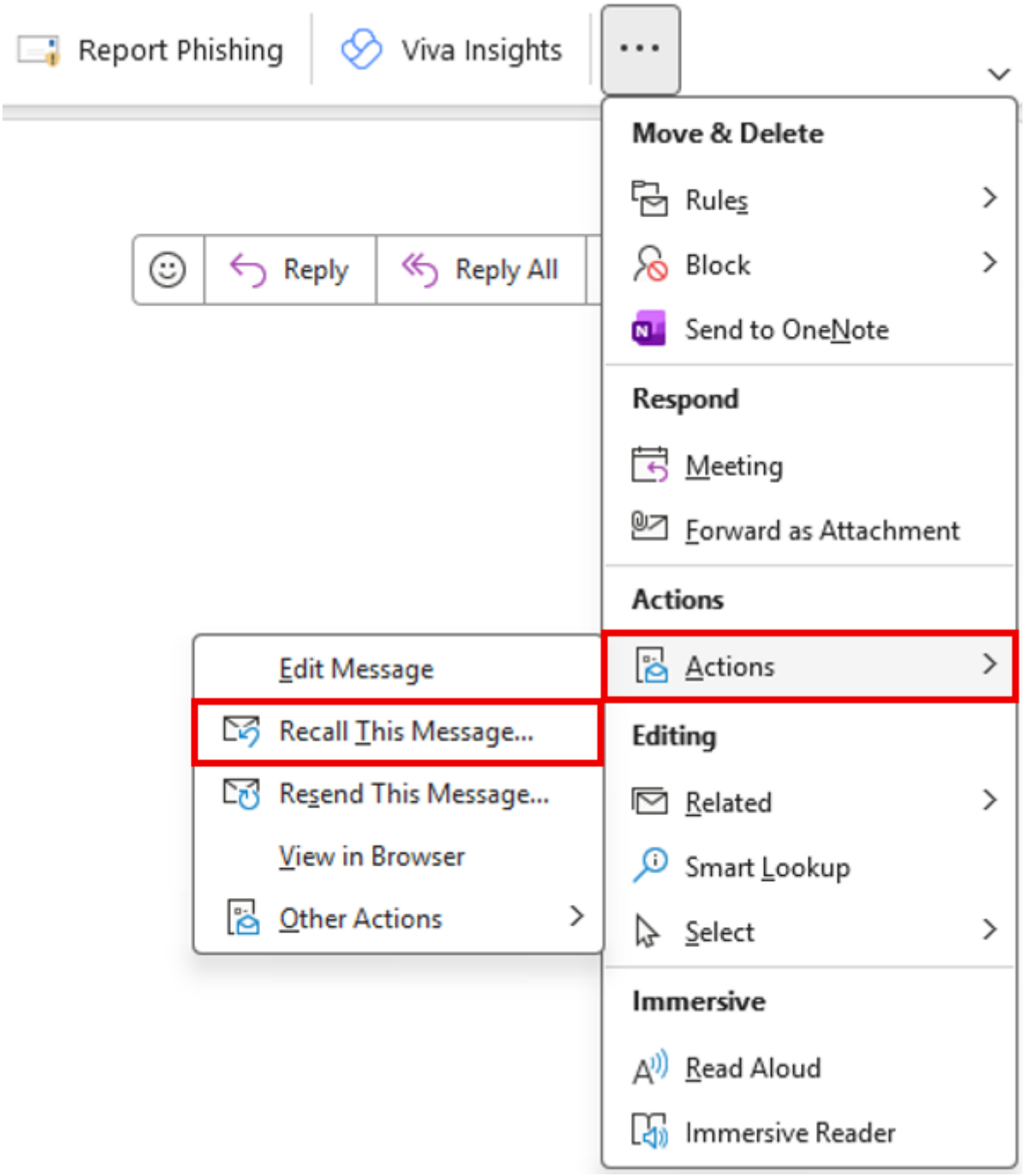
Recall a sent email

NOTE: Message recall does not work for emails sent through Outlook on the web, emails sent to recipients outside CU System or messages that have already been read.

1. Open your **Sent Items** folder and select the message you want to recall.
2. Double-click the message to open it in a new window.
3. In the **Message** tab, select the **More commands** icon.



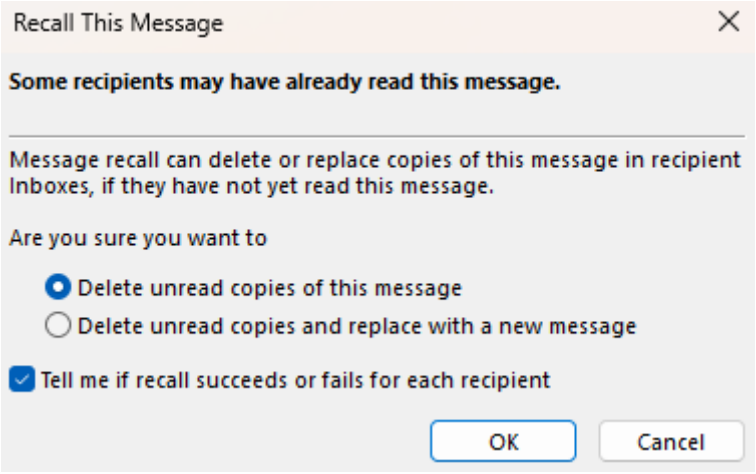
4. From the dropdown menu, select **Actions**, then **Recall This Message.**



5. In the dialog box, select one of the following options:

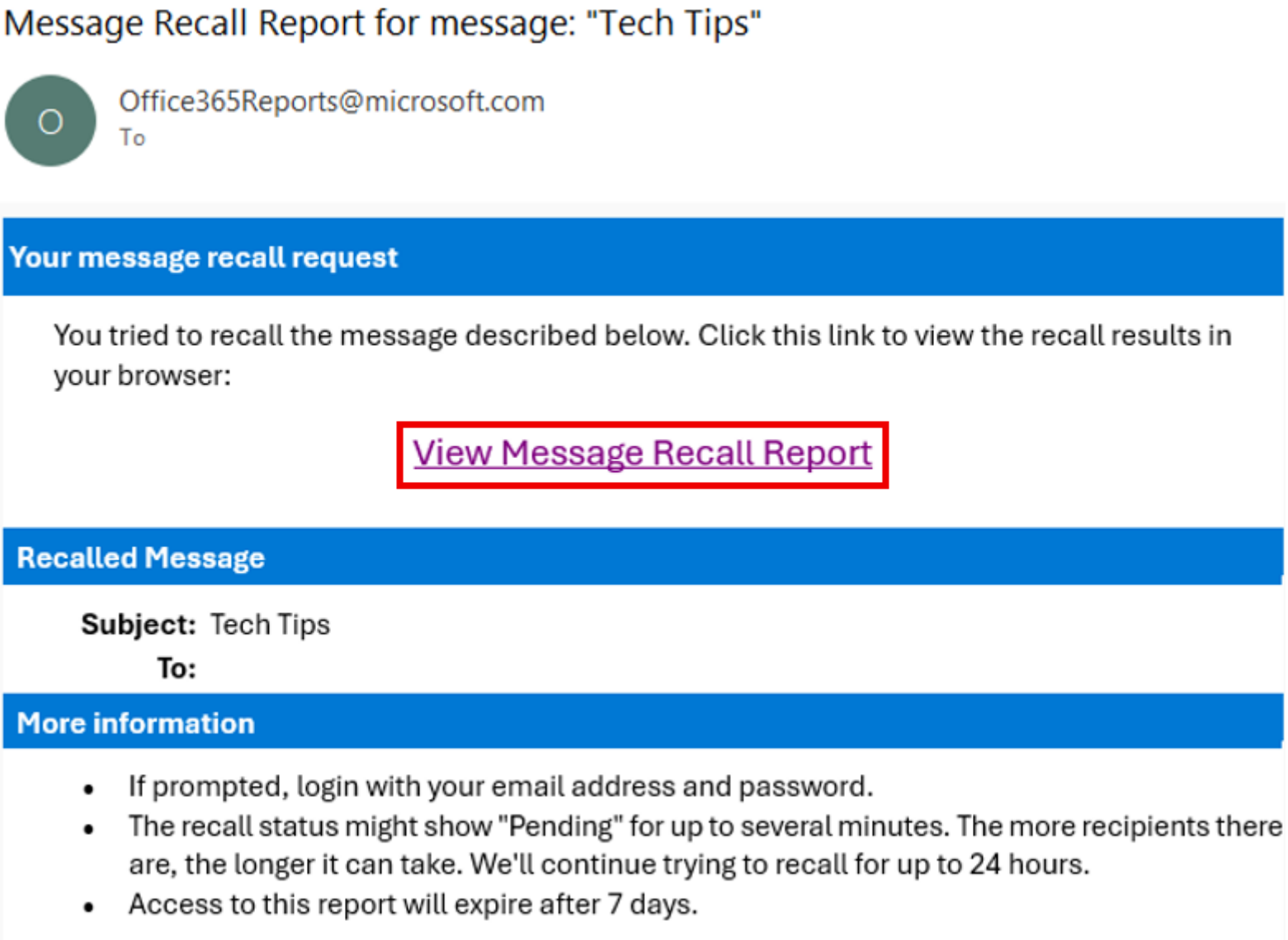
- **Delete unread copies of this message** — removes the email from the recipient's inbox.
- **Delete unread copies and replace with a new message** — removes the original and opens a new draft so you can send a corrected version.

TIP: Check **Tell me if recall succeeds or fails for each recipient** in the dialog box to receive a confirmation email for each recall attempt.



6. Select **OK**.

7. If you selected **Tell me if recall succeeds or fails for each recipient**, you will receive an email containing your message recall report. Click the link to view the results of the recall attempt.



Outlook email [3]
Display Title:

Recall a sent email in Outlook
Send email when Published:
No

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