HSC Link
Communicate Collaborate Connect

Recalling Sent Messages

Sent messages may be recalled prior to recipients reading the message.

⚠️ *Caution! Emails that are delivered to external recipients, automatically forwarded, or already opened cannot be recalled.*

1. **Select** the **Sent Items folder**.

2. **Double-click** the **message** to be recalled.

   The selected sent message opens.

3. **Click** the **Actions** menu item.

4. **Click** on **Recall this Message**.

   The Recall this Message dialog opens.

5. **Select either** the Delete unread copies of this message or the Delete unread copies and replace with a new message **recall option**.

   💡 *Tip: Select the Tell me if recall succeeds or fails for each recipient to receive notifications about the success of the recall action.*

6. **Click** the **OK** button.

   If you selected to replace the unread copies with a new message in step 5, then a blank email opens for you to compose the replacement message.