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.