

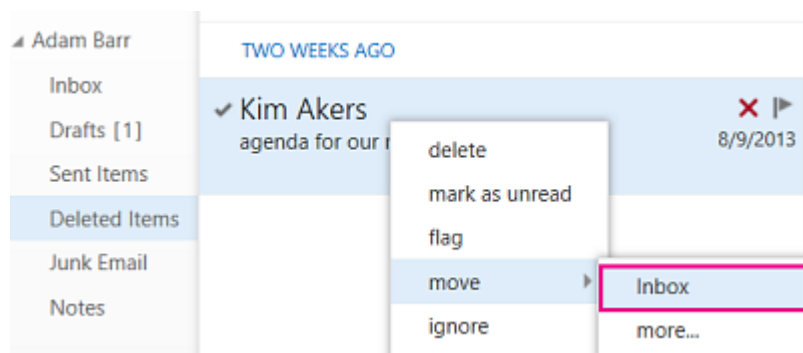
# Recover deleted items or email in Outlook Web App

Accidents happen. When you accidentally delete an email message, contact, calendar item, task or entire folder from your Office 365 or other Exchange-based email account, you will be glad to know that you can sometimes recover such items. For example, you can recover deleted items if they still remain in your Deleted Items folder. You can also recover some items even after the Deleted Items folder is emptied. How long items will be recoverable depends on settings that are controlled by your admin.

This article shows you how to these tasks using Outlook Web App. Outlook Web App is the web browser version of Outlook that is used by Office 365 or other Exchange-based users.

## Recover an item that's still in your Deleted Items folder

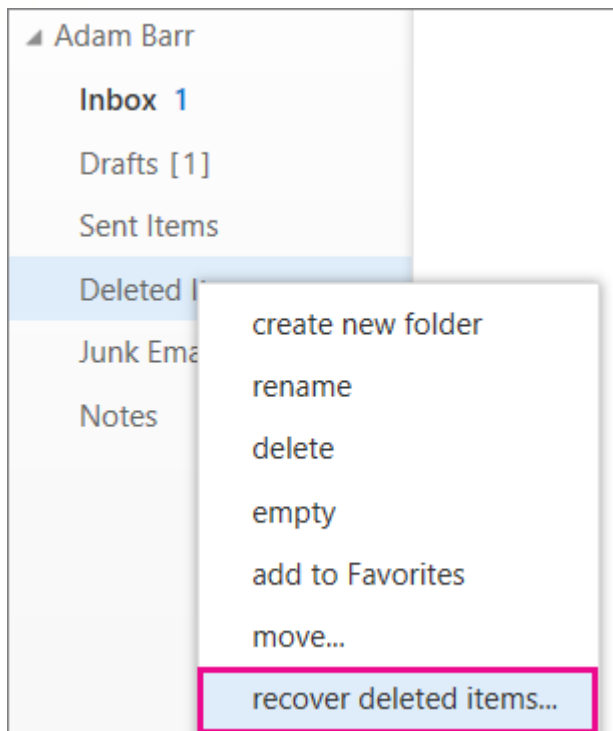
1. [Sign in to Outlook Web App](#).
2. In your email folder list, select **Deleted Items**.
3. To restore an email message, do one of the following:
  - To restore a message to your Inbox, right-click the item and click **Move > Inbox**.



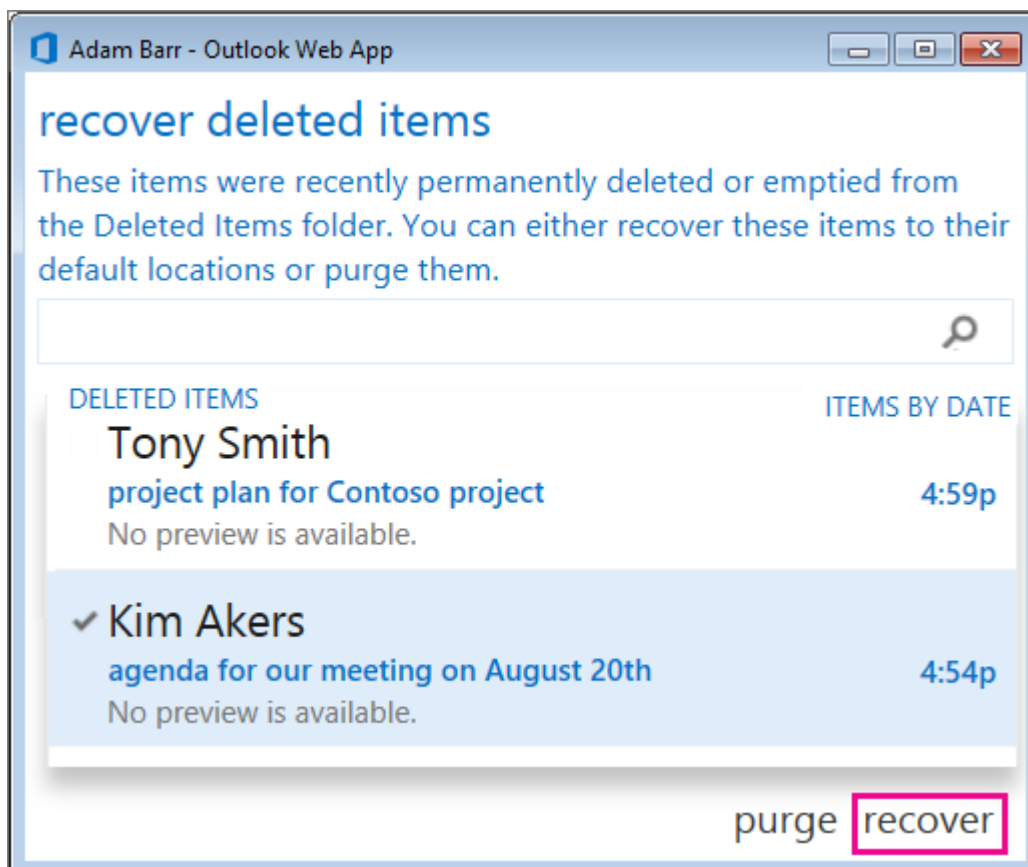
- To restore a message to a different folder, right-click the item, and click **Move > More**. Then, specify a folder location, and then click **Move**.
4. To restore a calendar item, right-click the calendar item, and then click **Move to Calendar**.
  5. To restore a contact, right-click the contact, and then click **Move to Contacts**.
  6. To restore a task, right-click the task, and then click **Move to Tasks**.

## Recover an item that's no longer in your Deleted Items folder

1. [Sign in to Outlook Web App](#).
2. In your email folder list, right-click **Deleted Items**, and then click **Recover deleted items**.



3. Select the item you want, and then select **Recover**.



The item will be moved to its default location. Messages will go to your Inbox, calendar items will go to your Calendar, contacts to your Contacts folder, and tasks to your Tasks folder.

You can also purge items that are shown in the **Recover deleted items** box. Select the item, and then click **Purge**. If you purge an item, you won't be able to use Recover deleted items to get it back. Purging a message won't remove it from any backups that were made before you purged it.

## About the Deleted Items folder


When you delete a message, it's first moved to the Deleted Items folder. You can either let messages stay there until you remove them, or you can set Outlook Web App to automatically empty your Deleted Items folder each time you sign out.

Your administrator may have set up a policy to remove items from your Deleted Items folder after they've been there a set number of days. Your admin may have also specified how long items that have been deleted from your Deleted Items folder remain available for recovery. For example, there may be a policy that removes anything that's been in your Deleted Items folder for 30 days, and another policy that lets you retrieve items that have been deleted from the folder for up to another 15 days.

If you're using Office 365, items deleted from your Deleted Items folder remain recoverable for 14 days by default.

### Empty the Deleted Items folder

To manually empty your Deleted Items folder, right-click **Deleted Items**, and then click **Empty**.

To set up Outlook Web App to empty the Deleted Items folder each time you sign out. In Outlook Web App, click **Settings**  **> Options > Settings > Mail**. Under message options, select **Empty the Deleted Items folder when I sign out**.