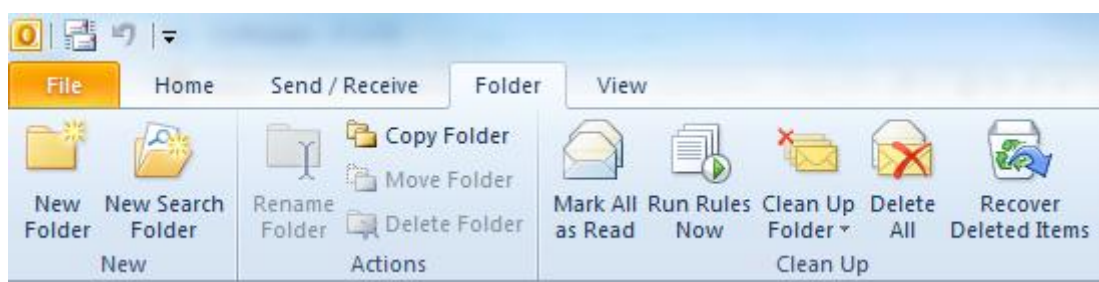


Restore deleted items in Outlook


Accidents happen. When that sudden realization hits days later that you need an email message that's long gone, the **Recover Deleted Items** command might save your day. You can recover some deleted items, like messages, appointments, contacts, tasks, and notes, even after the **Deleted Items** folder is emptied or you've "hard deleted" an item by pressing Shift+Delete. This feature requires a [Microsoft Exchange Server account](#) and doesn't work with [POP3](#) or [Internet Message Access Protocol \(IMAP\)](#) accounts.

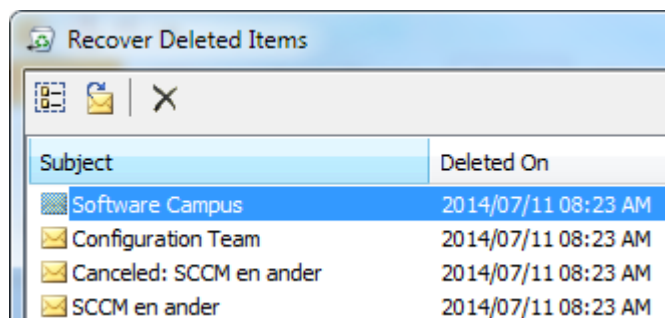
If you're using Office 365 or another Exchange-based client, you can also restore deleted items using Outlook Web App.


1. Click **Folder** Tab and then **Recover Deleted Items** under the **Clean Up** group.



If you don't see **Recover Deleted Items**, you're probably not using an Exchange account or you don't have a folder selected in that account.

2. Click the message you want to recover, and then click **Recover Selected Items** .



Tip To select multiple items, press Ctrl as you click each item, and then click **Recover Selected Items** .

Recovered items are restored to the folder you're working in.

Note Your Exchange administrator specifies the retention time for deleted items. After this time elapses, deleted items cannot be restored.