

Recovering Deleted Email in Outlook/Exchange System

This document provides general instruction for recovering email that has been accidentally deleted. ISC currently archives Exchange email for **14 days**. Server-side archival policies will directly influence the time frame for which email is able to be recovered.

Outlook 2003 Client

1. Select the "Deleted Items" folder from the mail section of your Outlook 2003 navigation pane.
2. Select Tools, **Recover Deleted Items**.
3. Review the emails deleted listed (**14** days back) and select the email that you would like to recover. Press the **Ctrl** key then click additional items if you would like to recover multiple email simultaneously.
4. Click the "Recover Selected Items" button to restore selected email. Items are restored to the **Deleted Items** folder or the **Inbox** in the chronological order in which they had originally been received.

Note: There is NO ISC process where deleted email can be recovered in Exchange Webmail (OWA)