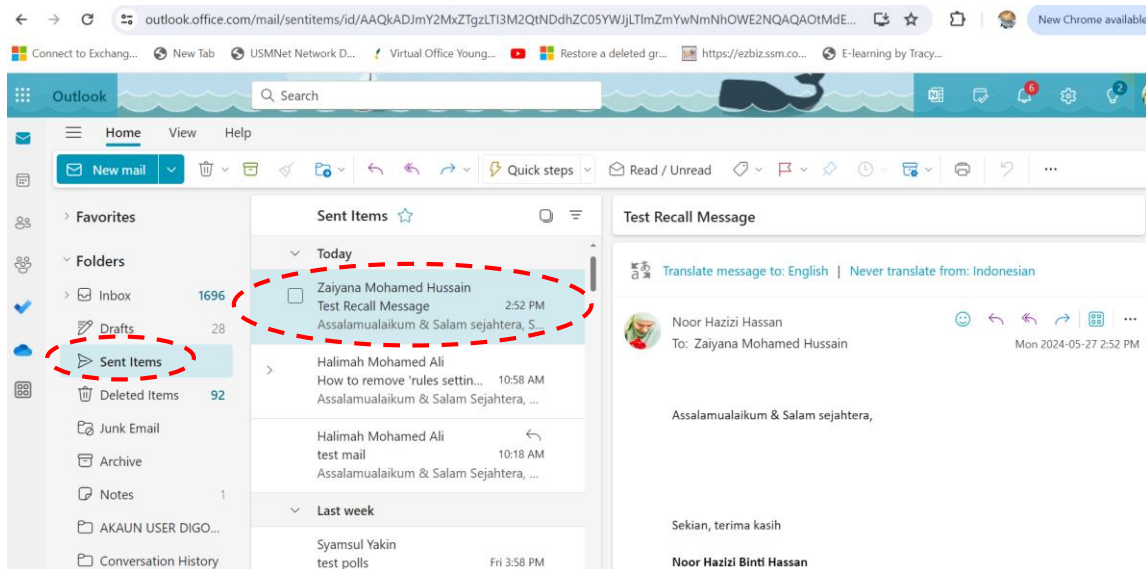
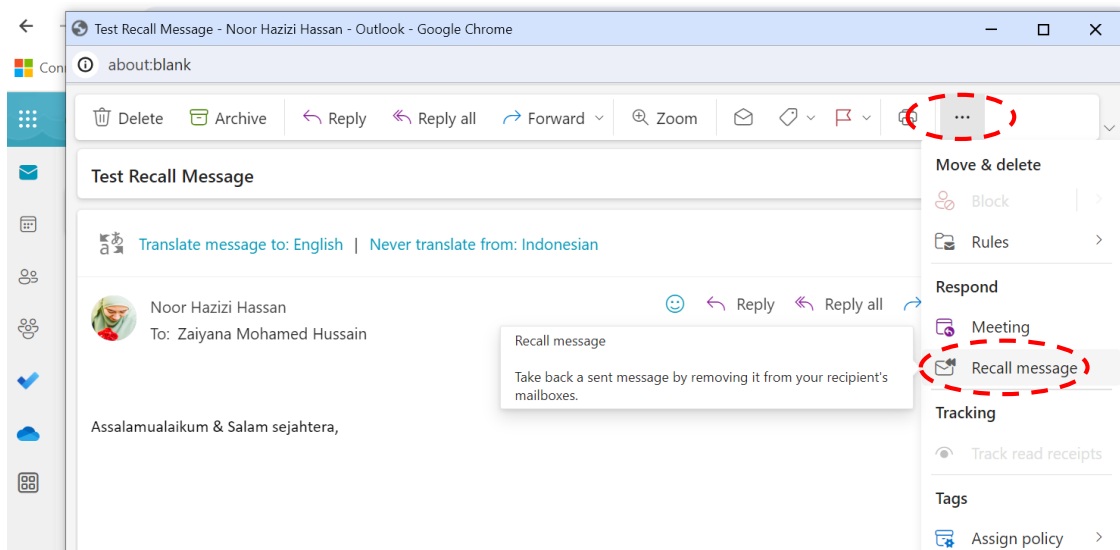


Recall a message in Outlook on the web

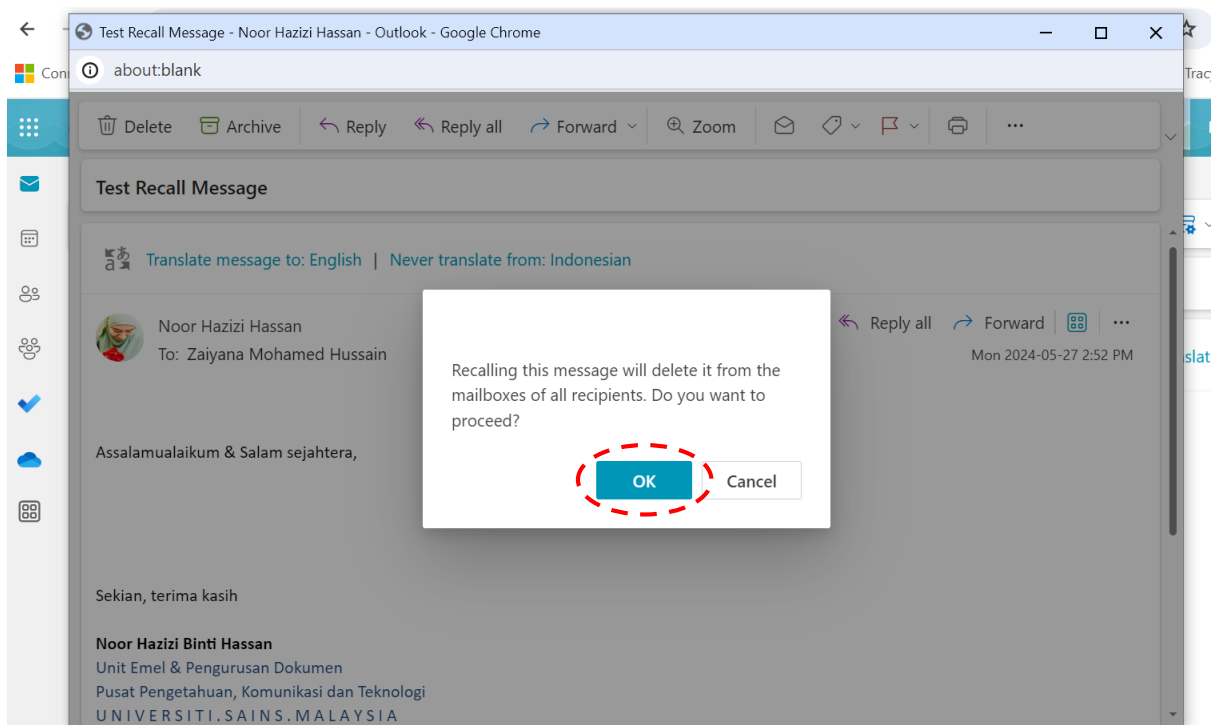
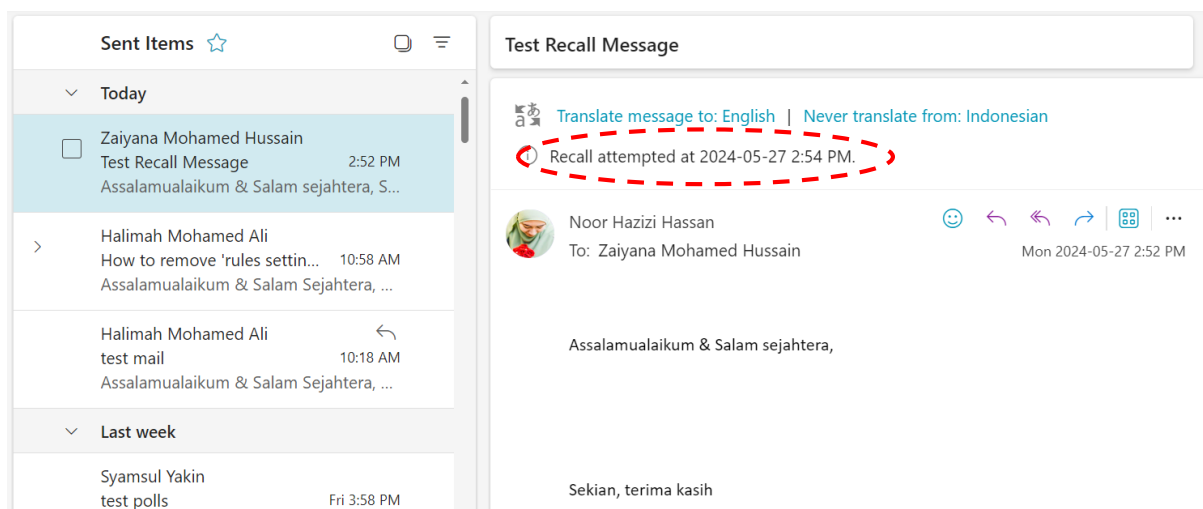
1. Go to <https://owa.usm.my>. Login into Microsoft account.
2. Select **Sent Items** in the left folder pane, then double-click the sent message to open it in a separate window.



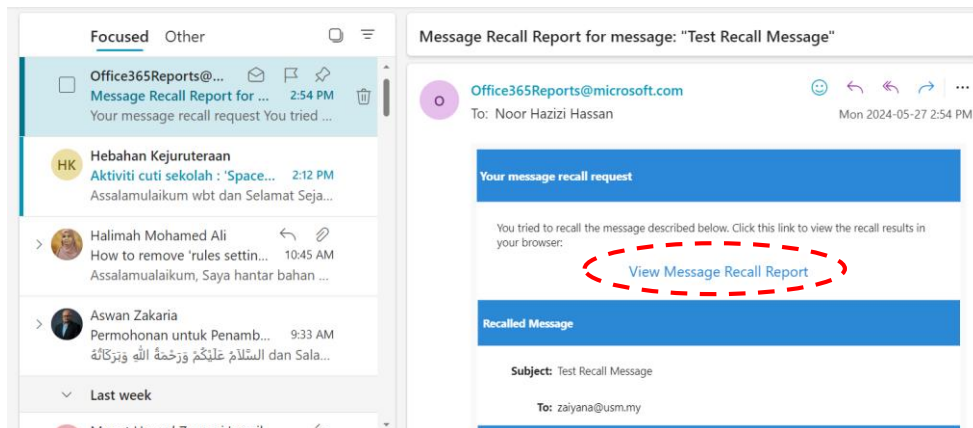
3. From the ribbon, select **Recall Message**, then select **OK** in the confirmation dialog box.



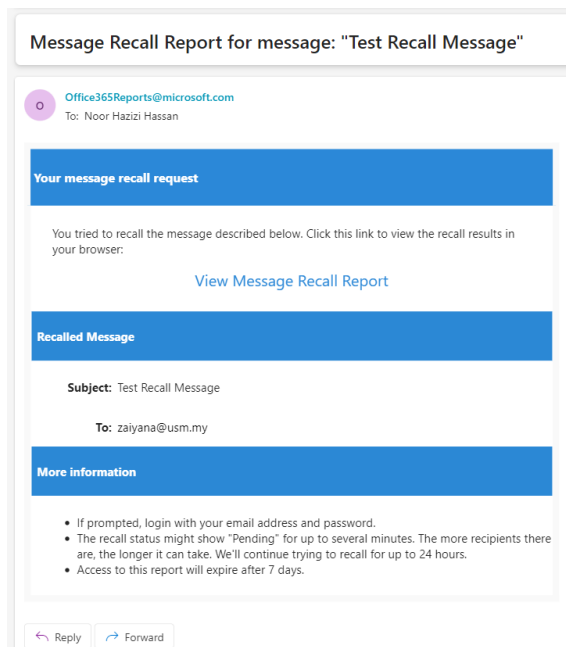
4. Then click OK.

5. Shortly thereafter, you'll receive a **Message Recall Report** in your inbox. Select the link in that message to see whether your recall has succeeded, is pending, or failed.

6. Click **View Message Recall Report** to view the report status.



The screenshot shows the Outlook interface with a message recall report for the message "Test Recall Message". The report is titled "Message Recall Report for message: 'Test Recall Message'". It includes the sender information: Office365Reports@microsoft.com, To: Noor Hazizi Hassan, and the date: Mon 2024-05-27 2:54 PM. The report content includes a section "Your message recall request" with a link "View Message Recall Report" circled in red. Below this is a section "Recalled Message" with the subject "Test Recall Message" and the recipient "To: zaiyana@usm.my".



The detailed view of the message recall report for "Test Recall Message" shows the following information:

- Your message recall request:** You tried to recall the message described below. Click this link to view the recall results in your browser. [View Message Recall Report](#)
- Recalled Message:**
 - Subject:** Test Recall Message
 - To:** zaiyana@usm.my
- More information:**
 - If prompted, login with your email address and password.
 - The recall status might show "Pending" for up to several minutes. The more recipients there are, the longer it can take. We'll continue trying to recall for up to 24 hours.
 - Access to this report will expire after 7 days.

Buttons for Reply and Forward are visible at the bottom.

7. Report status '**Message succesfully recalled**'

Message Recall Status Report

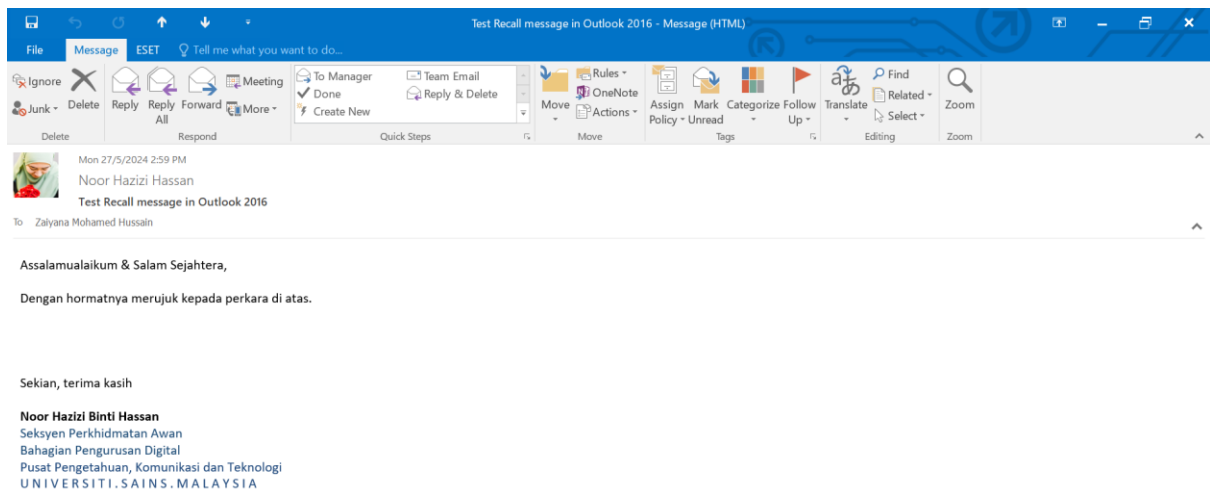
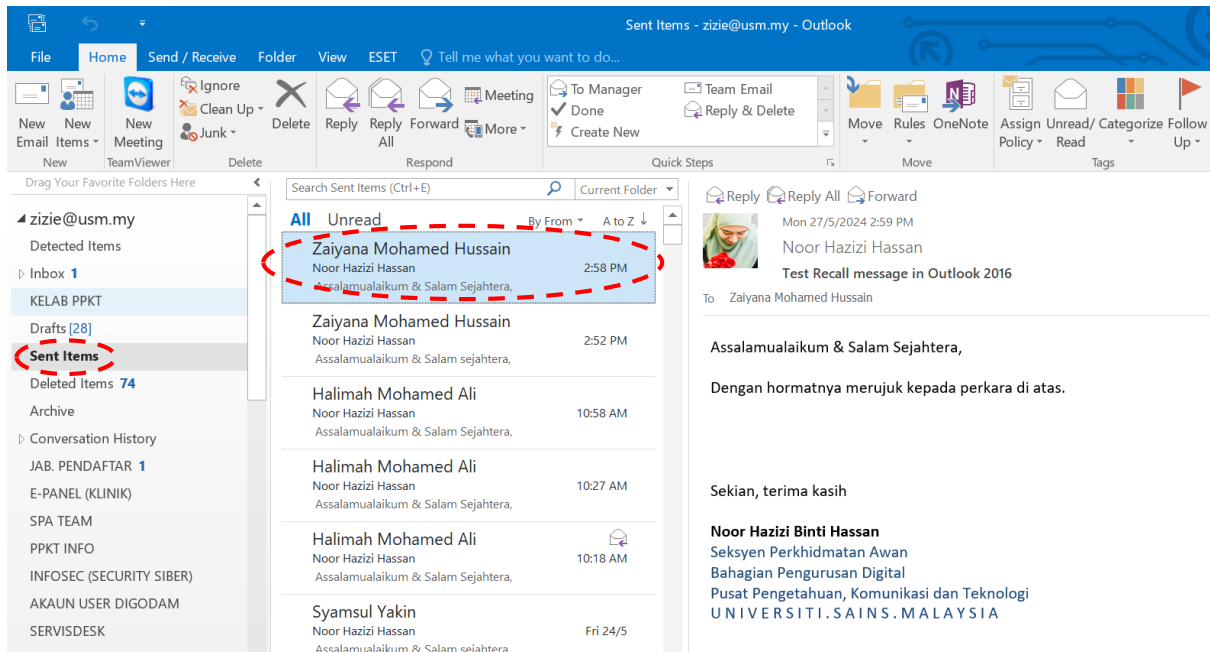
Message to Recall	Message Recall Request
Sender: Noor Hazizi Hassan zizie@usm.my To: zaiyana@usm.my Subject: Test Recall Message	Submitted By: Noor Hazizi Hassan zizie@usm.my Sent: Monday, May 27, 2024 2:54:47 PM Total Recipients: 1

Recalled (1) Pending (0) Failed (0) Export Refresh Search

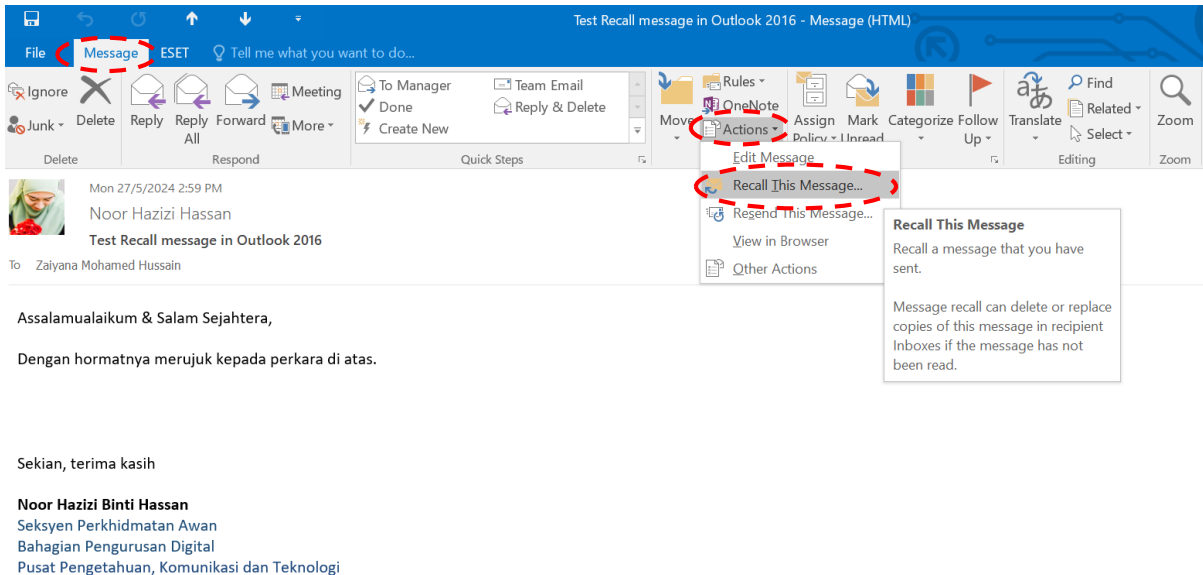
Recipients	Details
Zaiyana Mohamed Hussain <zaiyana@usm.my>	Message successfully recalled

Recall a message in Outlook Client (Outlook 2016)

1. Logon email in outlook client.
2. In the folder pane on the left of the Outlook window, choose the **Sent Items** folder.
3. Open the message that you want to recall. Double-click to open the message. Selecting the message so it appears in the reading pane won't allow you to recall the message.



1. From the **Message** tab, select **Actions > Recall This Message**.



The screenshot shows the Outlook 2016 interface with the 'Message' tab selected. The 'Actions' menu is open, and 'Recall This Message...' is highlighted. A tooltip for 'Recall This Message' is visible, stating: 'Recall a message that you have sent. Message recall can delete or replace copies of this message in recipient Inboxes if the message has not been read.'

Test Recall message in Outlook 2016 - Message (HTML)

File Message ESET Tell me what you want to do...

Ignore Delete Reply Reply Forward Meeting To Manager Team Email Rules OneNote Assign Mark Categorize Follow Translate Find Related Zoom
Junk Delete Reply Reply Forward More Done Reply & Delete Move Actions Policy Unread Tags Editing Select Zoom

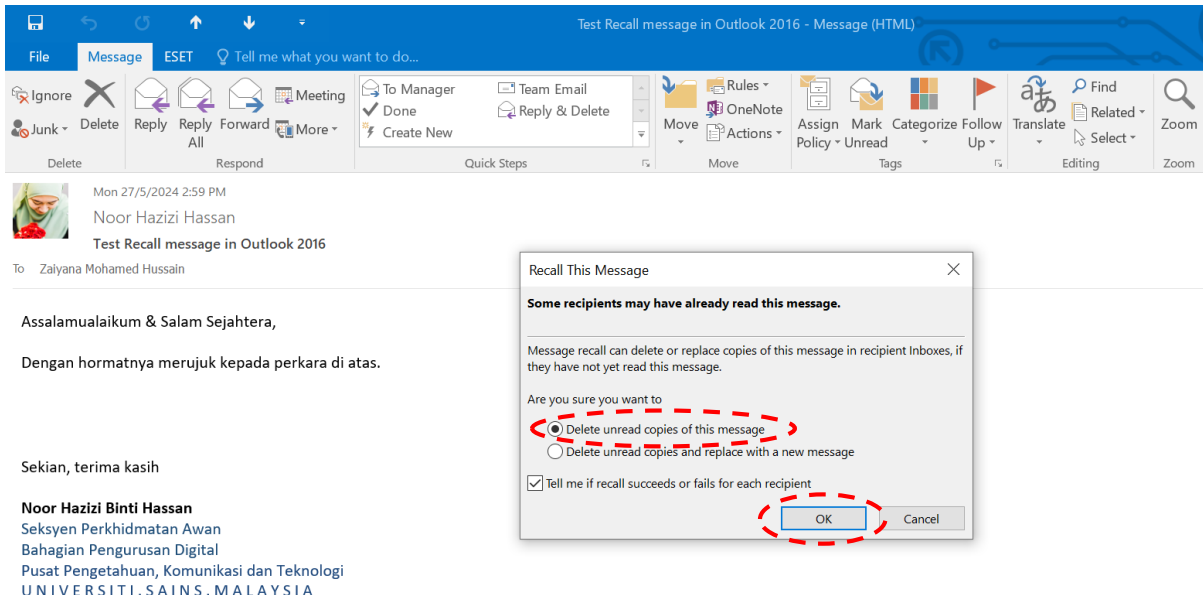
Mon 27/5/2024 2:59 PM
Noor Hazizi Hassan
Test Recall message in Outlook 2016
To Zalyana Mohamed Hussain

Assalamualaikum & Salam Sejahtera,
Dengan hormatnya merujuk kepada perkara di atas.

Sekian, terima kasih

Noor Hazizi Binti Hassan
Seksyen Perkhidmatan Awan
Bahagian Pengurusan Digital
Pusat Pengetahuan, Komunikasi dan Teknologi

2. Select **Delete unread copies of this message** or **Delete unread copies and replace with a new message**, and then select **OK**.
3. If you're sending a replacement message, compose the message, and then select **Send**.



The screenshot shows the Outlook 2016 interface with the 'Recall This Message' dialog box open. The dialog box contains the following text: 'Recall This Message', 'Some recipients may have already read this message.', 'Message recall can delete or replace copies of this message in recipient Inboxes, if they have not yet read this message.', 'Are you sure you want to', 'Delete unread copies of this message' (selected), 'Delete unread copies and replace with a new message', and 'Tell me if recall succeeds or fails for each recipient' (checked). The 'OK' button is highlighted.

Test Recall message in Outlook 2016 - Message (HTML)

File Message ESET Tell me what you want to do...

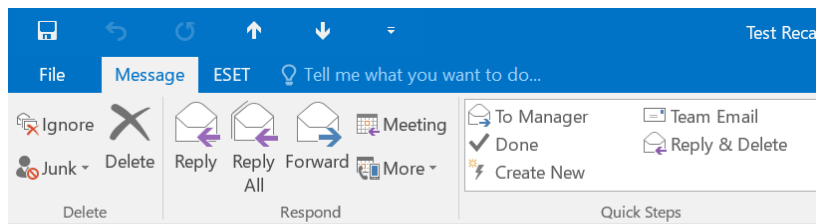
Ignore Delete Reply Reply Forward Meeting To Manager Team Email Rules OneNote Assign Mark Categorize Follow Translate Find Related Zoom
Junk Delete Reply Reply Forward More Done Reply & Delete Move Actions Policy Unread Tags Editing Select Zoom

Mon 27/5/2024 2:59 PM
Noor Hazizi Hassan
Test Recall message in Outlook 2016
To Zalyana Mohamed Hussain

Assalamualaikum & Salam Sejahtera,
Dengan hormatnya merujuk kepada perkara di atas.

Sekian, terima kasih

Noor Hazizi Binti Hassan
Seksyen Perkhidmatan Awan
Bahagian Pengurusan Digital
Pusat Pengetahuan, Komunikasi dan Teknologi
UNIVERSITI.SAINS.MALAYSIA

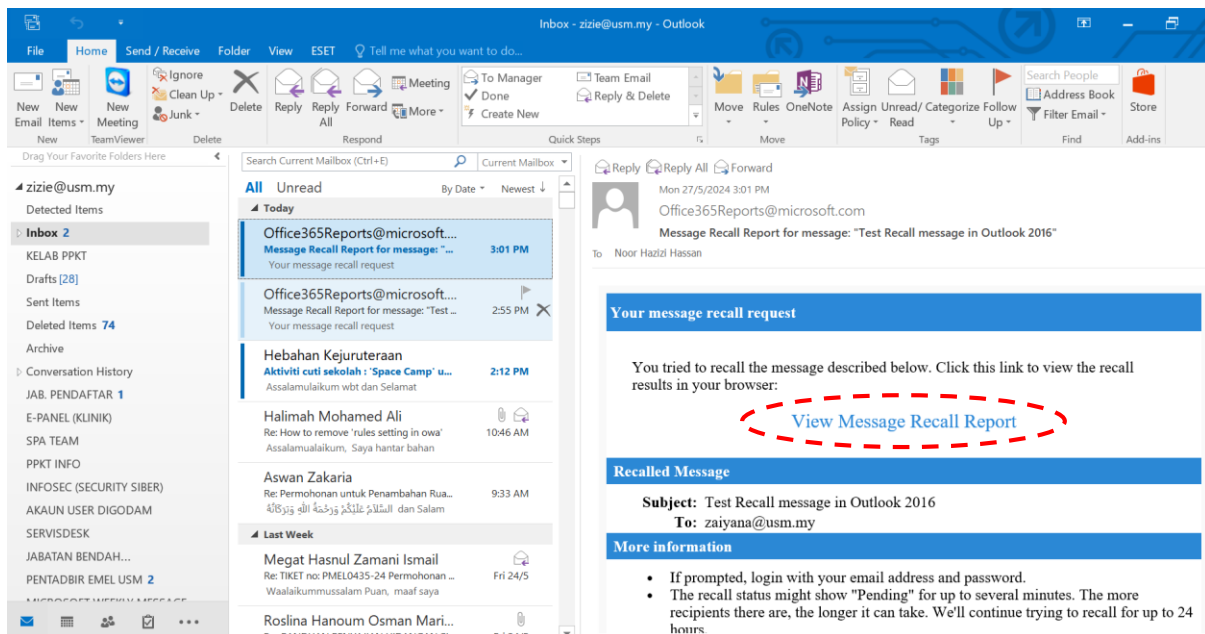


Mon 27/5/2024 2:59 PM
 Noor Hazizi Hassan
 Test Recall message in Outlook 2016
 To Zaiyana Mohamed Hussain
 You tried to recall this message on Monday, 27 May, 2024 3:00 PM.

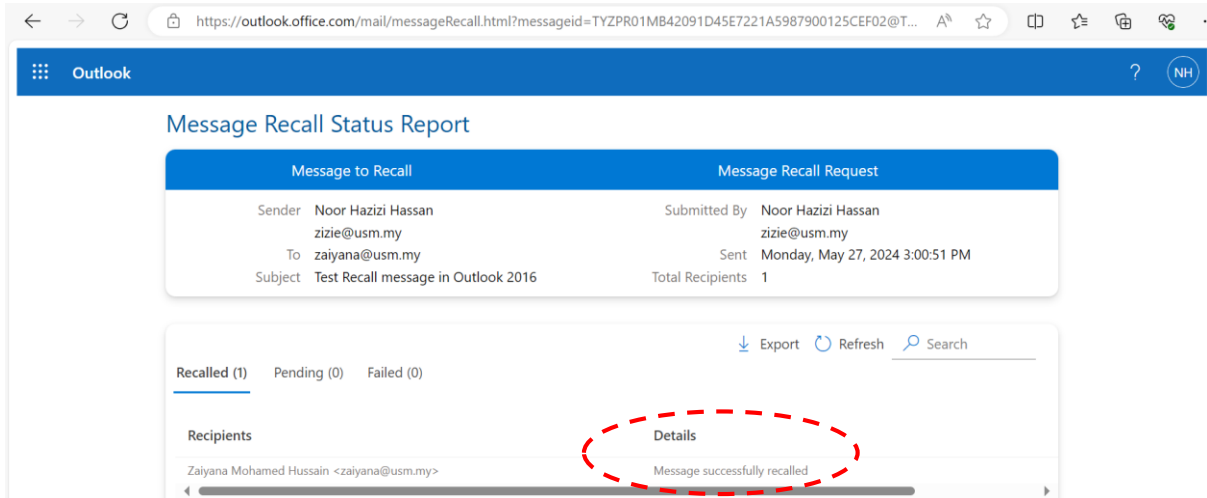
Assalamualaikum & Salam Sejahtera,

Dengan hormatnya merujuk kepada perkara di atas.

4. Shortly thereafter, you'll receive a **Message Recall Report** in your inbox. Select the link in that message to see whether your recall has succeeded, is pending, or failed.
5. Click **View Message Recall Report** to view the report status.



6. Report status 'Message succesfully recalled'



The screenshot shows the Outlook Message Recall Status Report interface. At the top, the browser address bar displays the URL: <https://outlook.office.com/mail/messageRecall.html?messageid=TYZPR01MB42091D45E7221A5987900125CEF02@T...>. The Outlook header bar is visible with the 'Outlook' logo and a user profile icon labeled 'NH'.

Message Recall Status Report

Message to Recall		Message Recall Request	
Sender	Noor Hazizi Hassan zizie@usm.my	Submitted By	Noor Hazizi Hassan zizie@usm.my
To	zaiyana@usm.my	Sent	Monday, May 27, 2024 3:00:51 PM
Subject	Test Recall message in Outlook 2016	Total Recipients	1

Below the table, there are options to [Export](#), [Refresh](#), and a [Search](#) field.

Summary: **Recalled (1)** | Pending (0) | Failed (0)

Recipients	Details
Zaiyana Mohamed Hussain <zaiyana@usm.my>	Message successfully recalled

The 'Details' column for the recipient is circled in red in the original image, highlighting the status 'Message successfully recalled'.