

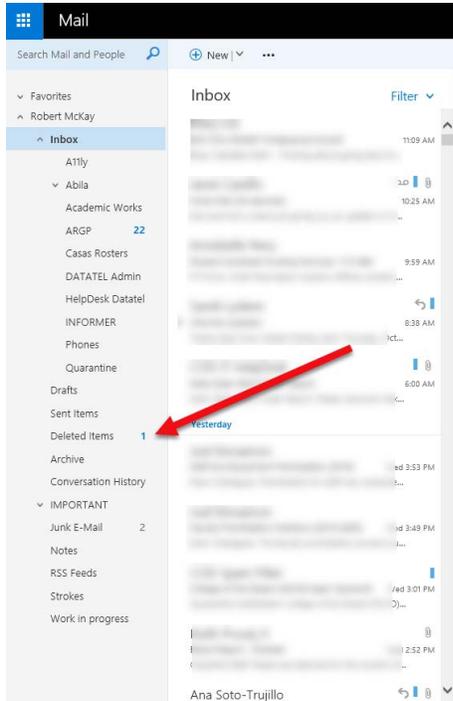


Outlook Web App – Deleted Item Frequently Asked Questions (FAQ)

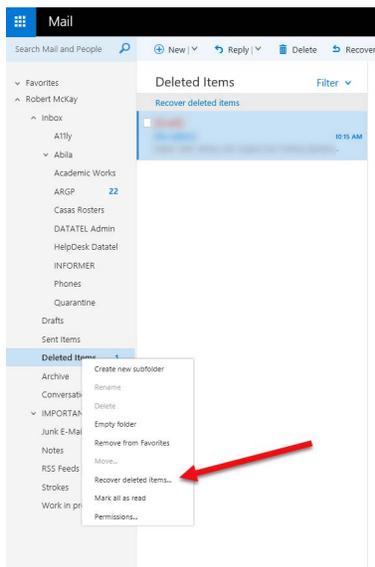
Q: How can I recover deleted items?

A: You can recover email purged from the trash for up to 14 days by using the **Recover Deleted Items** tool.

1. Login to the Outlook Web App
2. Right-click on Deleted Items folder

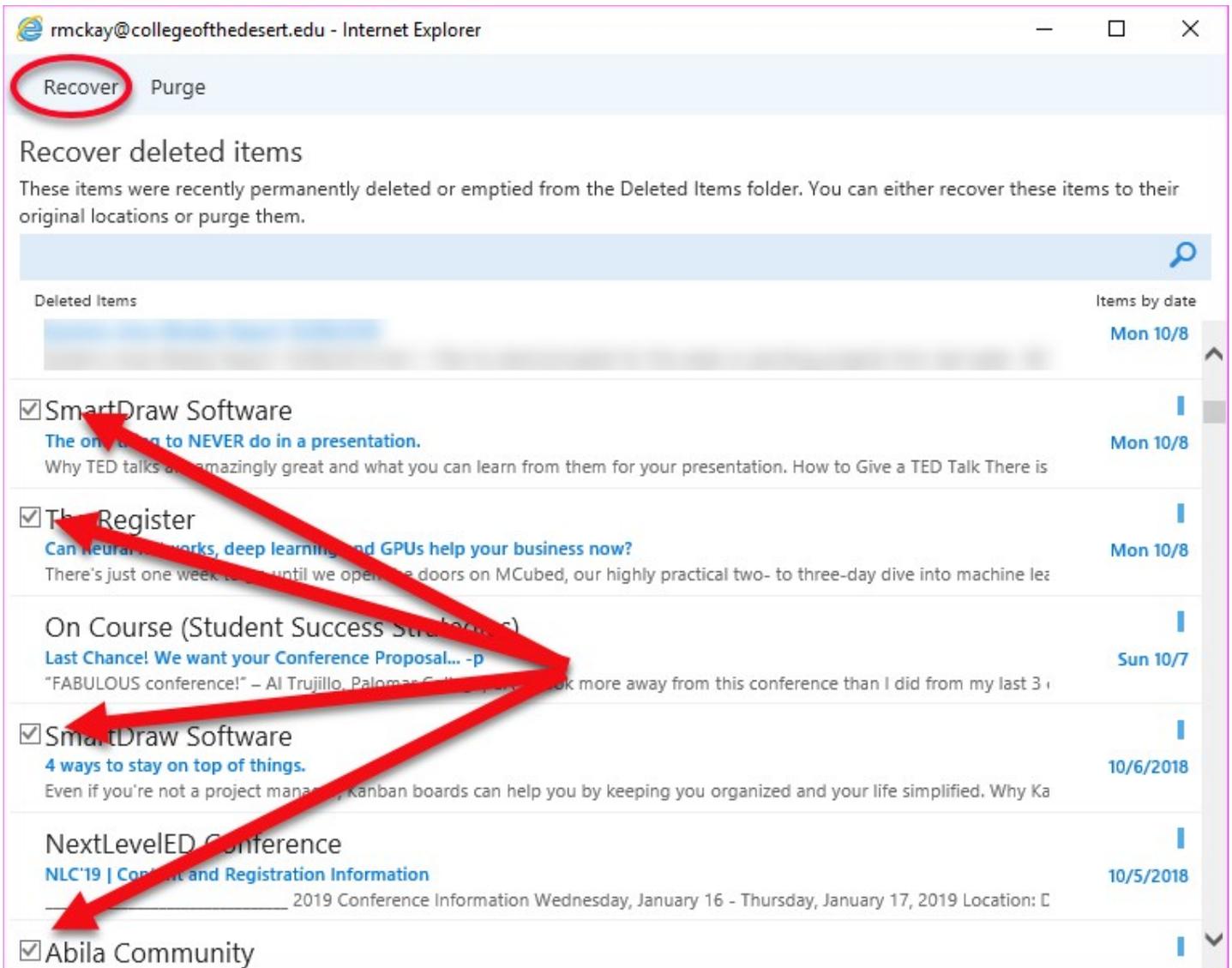


3. Select Recover deleted items from the dropdown menu

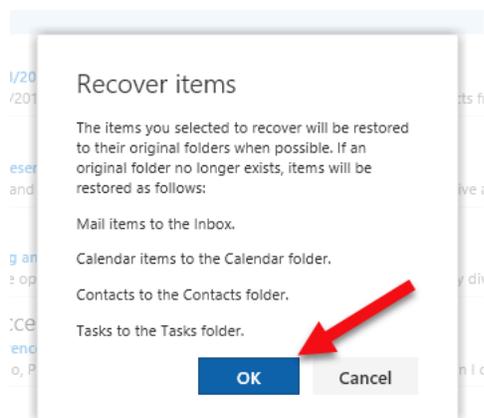


4. The **Recover deleted items** tool opens in a separate window.

5. Select the items you want to recover and click **Recover**.



6. A confirmation box will describe where each item will be placed. Click OK to confirm.



7. Items will be returned to the inbox under the date of their original receipt and will be marked as unread.

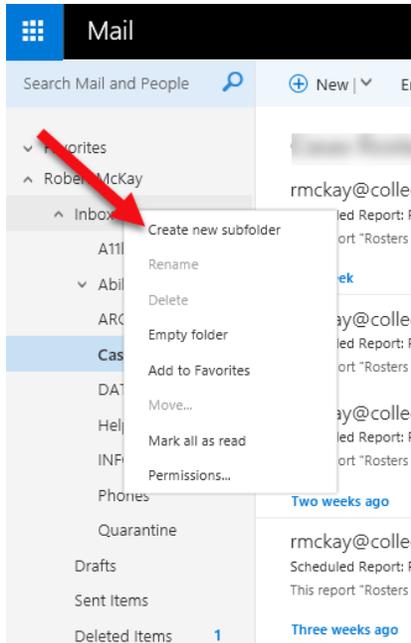
For further information visit: [Recover deleted items or email in Outlook WebApp](#)

Q: How can I file my documents in folders?

A: By default, your account starts with these folders:

- **Inbox**
- **Sent Items**
- **Deleted Items**
- **Drafts**
- **Junk Email**

Most of what you can do with folders will be in the contextual menu that appears upon right-clicking a folder.



Create new folders:

1. Right-click the folder where you want to place your new folder .
 - a. Example: Right-click Inbox to create a subfolder in your Inbox or right-click your name to create a folder on the same level as your Inbox.
2. Choose **Create new subfolder**
3. The next time you sign in, any folders you created will be arranged in alphabetical order.
4. You may drag email or create a rule to populate your new folder.

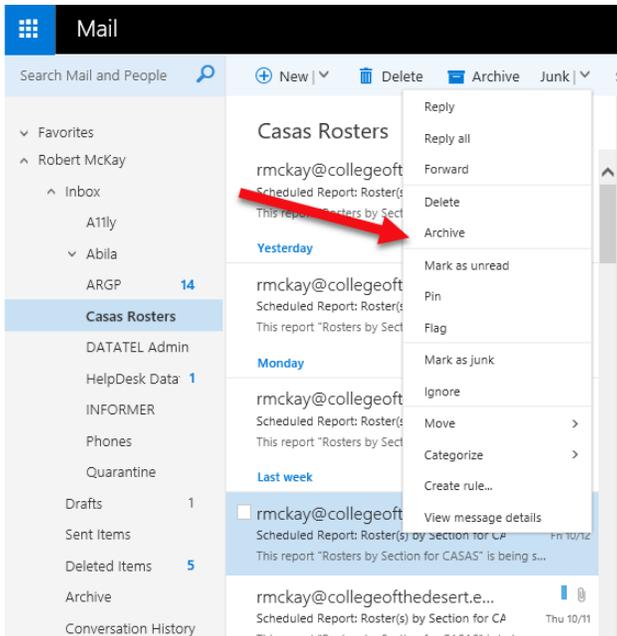
For further information visit: Working with message folders in Outlook.com

Q: How does the Archive work and how do I do it?

A: When you Archive folders, you are moving the items from one folder to an Archival personal folder (.pst). You can choose to archive either manually or automatically.

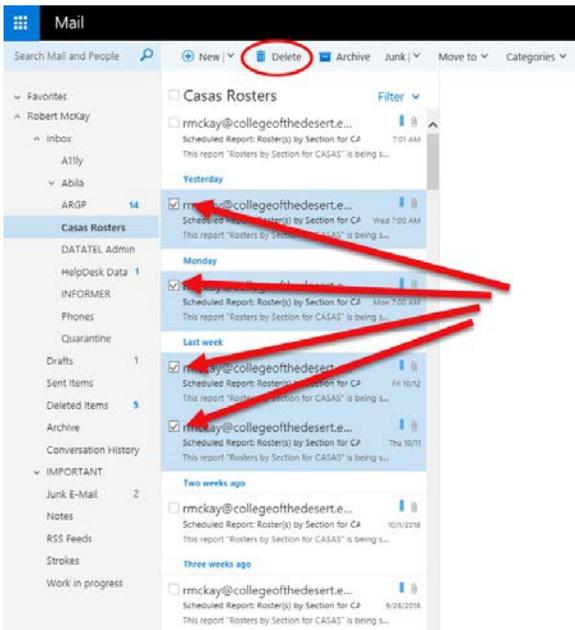
To Archive Manually - Single

1. Select the message you wish to archive
2. Right-click and choose **Archive** from the pop-up menu
3. Message will be moved to **Archive** folder



To Archive Manually – Multiple

1. Select all messages you wish to archive by checking box to left.
2. Click **Archive** or **Move to** at top of page.



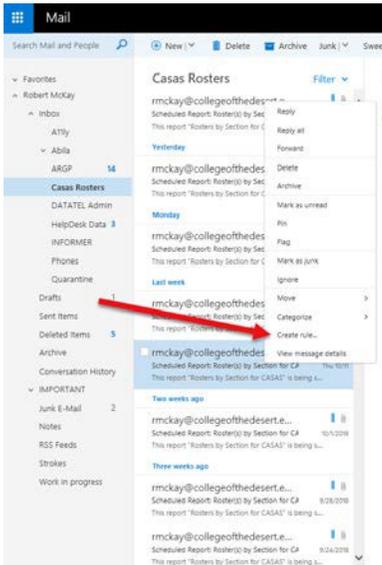
3. Messages will be moved to **Archive** folder

For further information visit: [Archive messages with a single action in Outlook](#)

To Archive Automatically

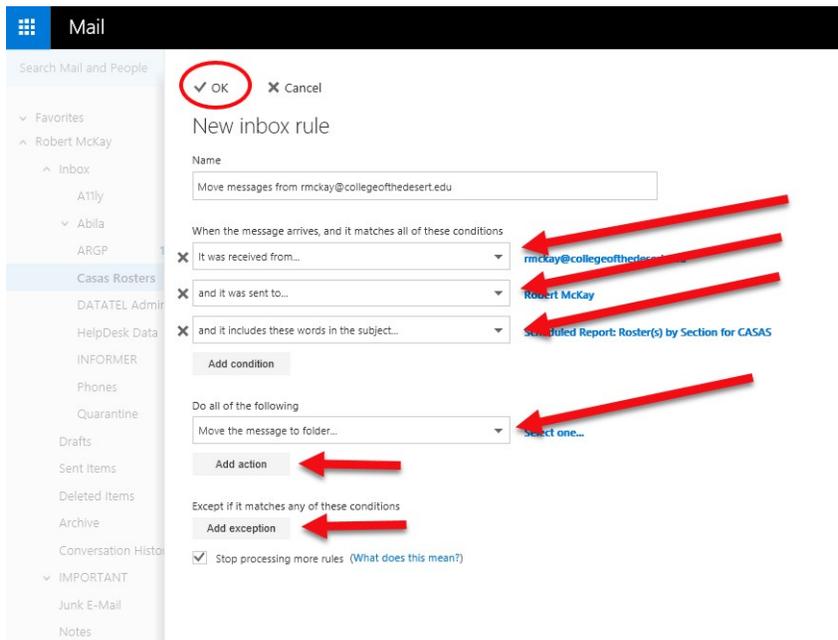
To automatically archive messages in your inbox, create an inbox rule. Note: rules will not run on folders other than inbox.

1. Right-click a message in your message list that you want to create a rule for and select **Create Rule**.



2. Enter a name for the rule and select a condition and action from respective dropdownlists.
3. To add additional condition or action select **Add condition** or **Add action**.
4. Add any exceptions to the inbox rule by selecting **Add exception**.
5. Click OK

Note: By default, the **Stop processing more rules** option is turned on. With this option on, when a message arrives meeting more than one rule, only the first rule will be applied. Turn this option off if you want all inbox rules that a message meets criteria for applied.



For further information visit: [Using inbox rules in Outlook.com](https://www.outlook.com/help/using-inbox-rules)

Q: How can I get training on best practices for filing documents?

A: The Information Technology department offers training classes to suit all needs and will be conducting classes on Outlook File Management soon. Contact MReynolds@collegeofthedesert.edu for more information.