

The following explains how to delete emails in the Outlook Web App:

1. In the Outlook Web App, hover over the **email** that you wish to delete.
2. Click the **Delete** button. Your email will be sent to the *Deleted Items* folder.

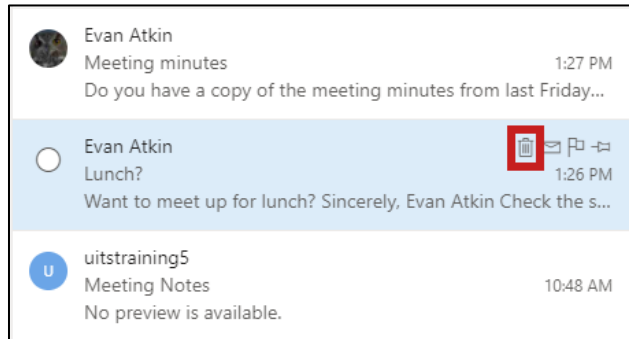


Figure 1 - Click Delete

3. To empty the *Deleted Items* folder, right click **Deleted Items**, located in the *Folder* pane (See Figure 2).
4. Click **Empty folder** in the dropdown that appears (See Figure 2).

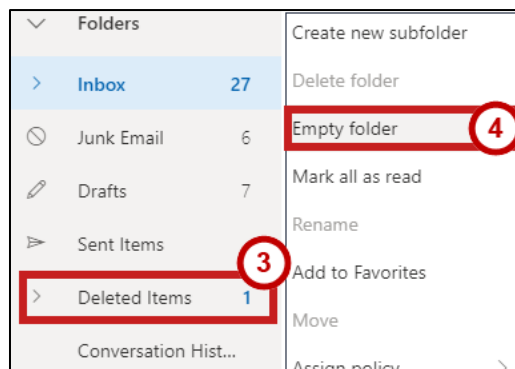


Figure 2 - Deleted Items

5. Click **Delete all** to permanently delete the items in the folder.

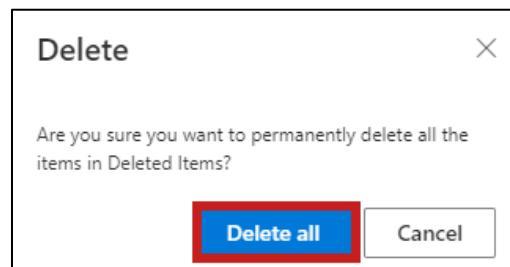


Figure 3 - Click Yes

Restoring Deleted Emails

The following explains how to restore an email deleted from the inbox but not permanently deleted from the *Deleted Items* folder:

1. To restore an email, click **Deleted Items** in the *Folder Pane* to navigate to the *Deleted Items* folder.
2. Click the **email** you wish to restore from the *Deleted Items* folder (See Figure 4).
3. Click **Restore**, located on the *Menu Bar* (See Figure 4).

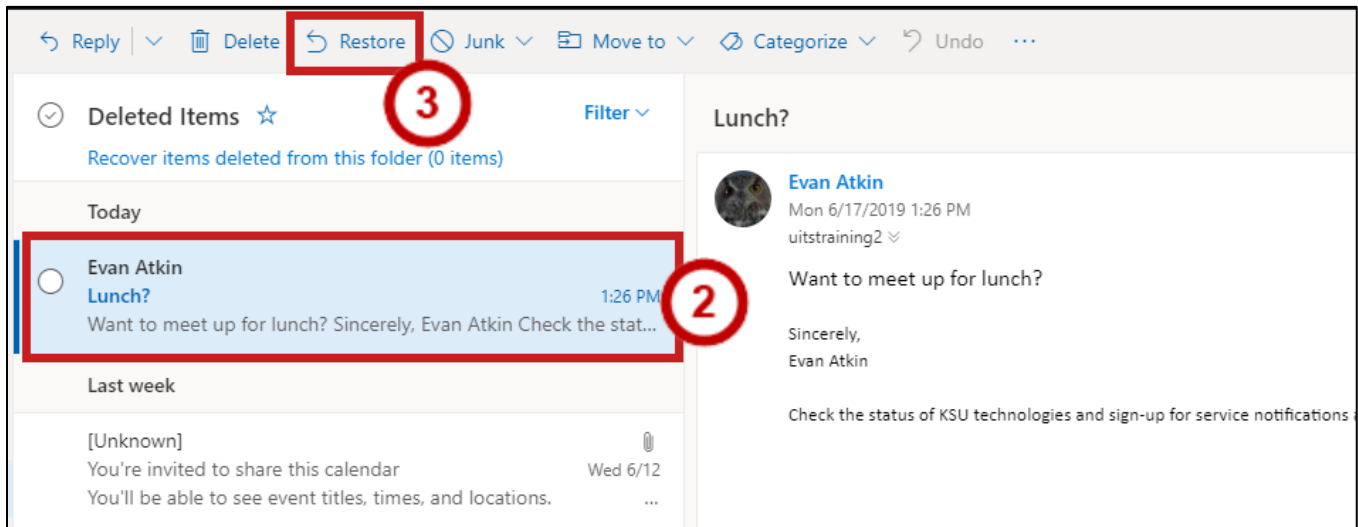


Figure 4 - Restoring Deleted Email

4. Your email will be restored to its original folder location.

Recovering Permanently Deleted Emails

The Outlook Web App also allows you to recover emails that were permanently deleted from the *Deleted Items* folder. The following explains how to do so:

1. Navigate to your *Deleted Items* folder.
2. Click **Recover items deleted from this folder**.

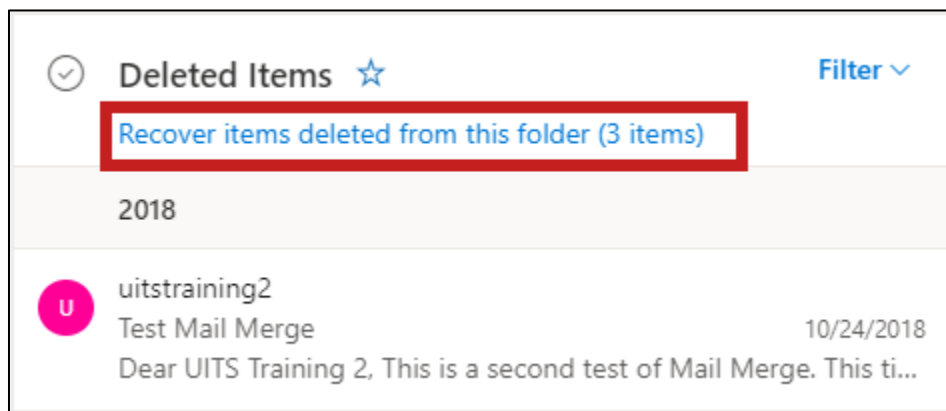


Figure 5 - Click Recover Deleted Items

3. Select the **email(s)** that you wish to recover (See Figure 6).
4. Click **Restore** (See Figure 6).

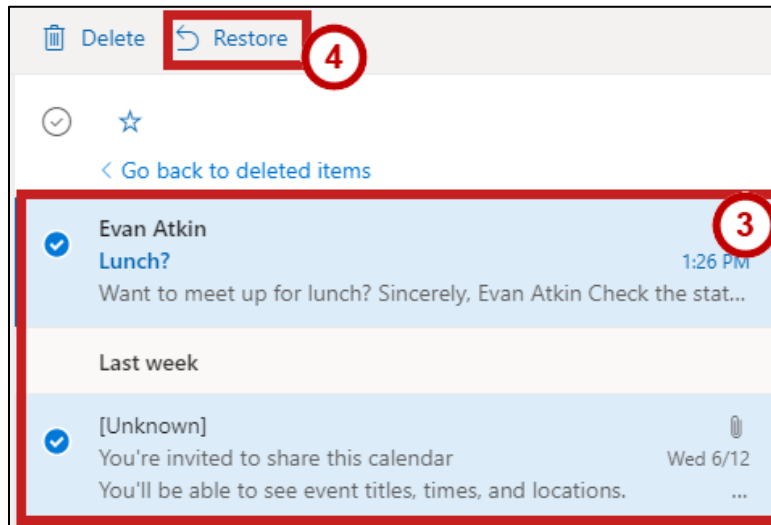


Figure 6 - Recovering Emails

5. Your emails will be restored and placed in their original folder. If the original folder does not exist, your mail will be placed back into the *Inbox*.