

LESSON 124

RETRIEVING DELETED ITEMS & E-MAILS IN OUTLOOK AND OUTLOOK EXPRESS

Microsoft Outlook is the premier PIM (Personal Information Manager) in use in the PC world today. I like the fact that I can cut and paste to and from Outlook to other applications.

I have deleted items from my Outlook Address Book, only to discover that the information I deleted was important to me and shouldn't have been deleted. Is it possible to get that information back? The answer is...perhaps.

When you delete an item in Outlook, the item is moved to the Deleted Items folder. If you have set Outlook to empty the Deleted Items folder each time you exit the program, you can't get the item back unless you do so in the current work session. Once you close Outlook, the deleted item is gone. The default settings in Outlook do not force the program to empty on exit. Here's how to get deleted items back.

Open Outlook and click on the name of the open application that appears just to the right of the Outlook Shortcut list. From the drop-down list, select the Deleted Items folder and then click on the Sort by: Icon button. (It looks like a dog-eared piece of paper).

Now scroll down the list of deleted items until you locate the item you wish to restore. Click once on the item to highlight it and then right-click on the highlighted item. Select Move to Folder and then select a destination, e.g. Calendar, Contacts, Tasks, etc. Click OK, and the deleted item is removed from the Deleted Items folder and placed in the destination folder you specified.

You can use the same technique with Outlook Express to retrieve deleted e-mail messages. Like Outlook, if you have set Outlook Express to empty the Deleted Items folder on exiting the program, you'll have to retrieve the item before you exit the current Outlook Express session.

To check your settings in Outlook, open the program and click on Tools. There you will find an icon titled 'Empty "Deleted Items" Folder'. If you click on this icon, Outlook will ask if you really want to permanently delete all the items in the Deleted Items folder. Further down on that drop-down menu, you'll find Options. Select Options open the other tab. The first item in the General section lets you place a checkmark next to "Empty the Deleted Items folder upon exiting". The default here is no checkmark.

In Outlook Express, click on Tools and then on Options. Select the Maintenance tab and the "Empty messages from the 'Deleted Items' folder on exit" is the first option.

