Entourage 2008

Recovering Deleted Items

♦ while you are still logged in

♦ after you have logged out of Entourage

♦ recovering deleted items from an emptied deleted items folder

It might happen, from time to time, that you delete emails or other UAConnect items (e.g. an appointment, a contact or a task) and then decide you want to recover them.

**While you are still logged into Entourage**

If this happens when you are logged in, then it is a simple matter to go to your Deleted Items folder and drag the item to another folder. Alternatively, **Ctrl-click** on the item and then select **Move to ...** from the drop down menu. You can then choose the appropriate folder for the item to be moved to.

![Deleted Items folder]

**After you have logged out of Entourage**

Entourage by default does not empty your Deleted Items folder when you close the program down. This means that you can go back into it again and recover items later in the same way as described above.

Please note that as your Deleted Items folder fills up, it uses up account space so you periodically need to empty it. To do this, **Ctrl-click** on the **Deleted Items** folder, and select **Empty Deleted Items**. This is not a reversible operation.
Recovering deleted items from an emptied Deleted Items folder

If you have emptied your Deleted Items folder, and then realized you needed one of the files, you can still recover deleted files from the UAConnect server as deleted items are stored for 30 days before being purged.

This cannot be done in Entourage, so you can use Outlook Web Access (OWA), light the web interface for your email instead.

NOTE: recovering deleted items only works in OWA on a Windows workstation where you can select the Full version, so you will need to log into a PC (for example, a public workstation, campus computer lab, etc).

- Click on the Options button in the top right hand corner of OWA
- Select the Deleted Items option on the left hand menu

In the Recover Deleted Items section, you will see a list of the items that have been purged from your account over the last 30 days, displayed 50 at a time.

You can select an item or more items.

- Click on the Recover to Deleted Items Folder option. From the Deleted Items folder, you can then drag the item back into your inbox. This is now accessible from Entourage.

Please note that any item over 30 days is, unfortunately, irretrievable.
Further Recovery

Please note that we are not able to offer the recovery of an individual mailbox in the UAConnect email system as we have no technical means to accomplish this at present.