

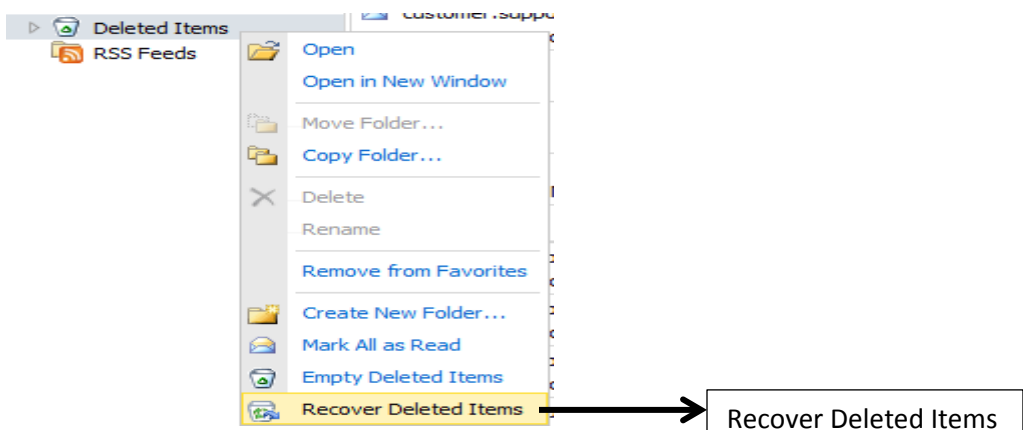
Webmail: How to Recover Emails from the Deleted Items

Microsoft Outlook Web App has a built in option to recover deleted mails, even after the Deleted Items Folder is emptied.

1. Go to <https://webmail.hccs.edu>, and enter your HCCS User ID and password to log into Outlook Web App as shows below.



2. After logging to webmail account, you need to right click the **Deleted Items**, and select **Recover Deleted Items** as shown below.

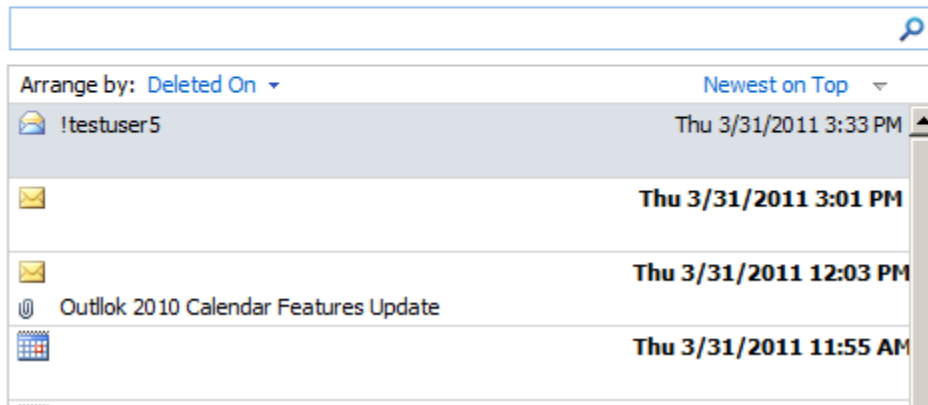


3. Once you click the Recover Deleted Items, you will see a **Recover Deleted Items** windows pop up as below.

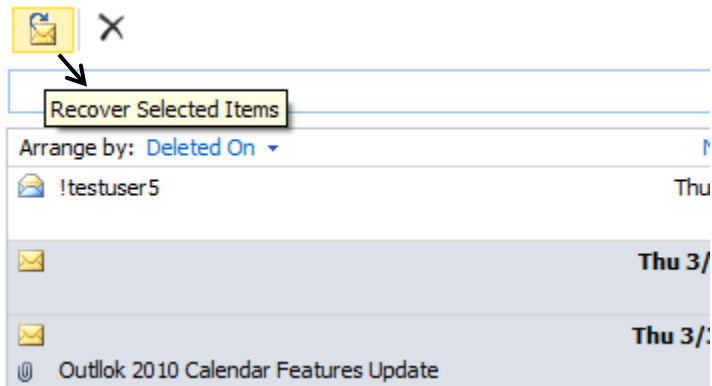


Recover Deleted Items

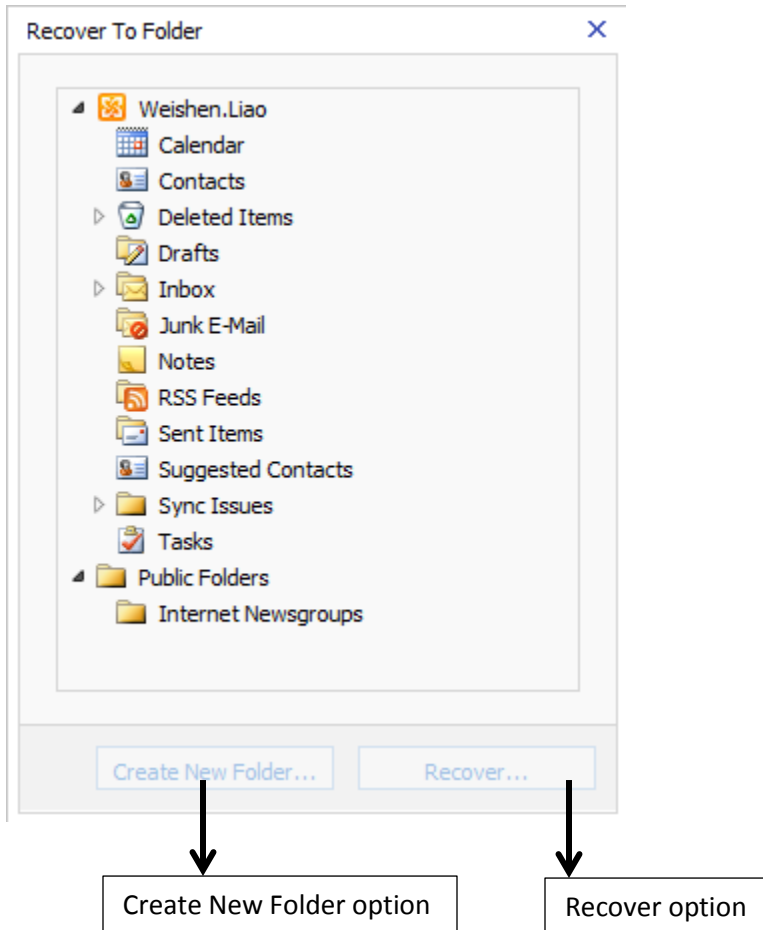
The Recoverable Items folder contains items that were recently permanently deleted or emptied from the Deleted Items folder. You can either recover these items to a location that you choose or purge them. [?](#)



4. You will be able to recover multiple items from the **Recover Deleted Items** windows by pressing **Ctrl** and select the items. And then click the **Recover Selected Items** as shown below.



5. Once you select the **Recover Selected Items** option, the **Recover To Folder** window will show. You will be able to select which folder you want to restore or create a new folder for the deleted items as shows below.



6. After you select the recover folder, the deleted items will be restored to that folder.