Outlook (Windows and Mac) - Recover Deleted Items

When you accidentally delete an item from your Outlook mailbox, you can often recover it. The first place to look is the **Deleted Items** or **Trash** folder. Search for the item you want, then right-click it and select **Move** > **Other Folder**. If you can't find it there, the next steps depend on what type of email account you have in Outlook.

If your folder list looks like this, and you see the **Deleted Items** folder, see the steps below to recover deleted email, appointments, events, contacts, and tasks that have been removed from the Deleted Items folder.



If you see the Deleted Items folder, you can recover deleted items.

If your folder list looks like this, and you see the **Trash** folder, you can move items from the **Trash** folder back into your other folders, but you can't recover items that have been deleted from the Trash folder.



If you see the Trash folder, you're using an IMAP account.

Need to recover a deleted folder in Outlook 2013, Outlook 2016, or Outlook for Office 365?

You can recover a deleted folder (with all of its messages) if it's still in your Deleted Items folder. Unfortunately, you can't recover a folder that's been permanently deleted. But you can use the steps in this topic to recover messages from the from the folder you deleted.

Recover an item that's no longer in your Deleted Items folder

If you can't find an item in the **Deleted Items** folder, the next place to look is the **Recoverable Items** folder. This is a hidden folder, and it's the place where items are moved when you do one of the following things:

- Delete an item from the **Deleted Items** folder.
- Empty the **Deleted Items** folder.
- Permanently delete an item from the inbox or from another folder by selecting it and pressing **Shift+Delete**.

Watch the video or follow the steps listed below the video to recover items from the **Recoverable Items** folder.

1. In Outlook, go to your email folder list, and then click **Deleted Items**.
   Important: If you don't see the **Deleted Items** folder, but instead see the **Trash** folder, then your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.
2. On the **Home** menu, select **Recover Deleted Items From Server**.
   Select the Deleted Items folder and click Recover Items From Server

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   Important: If **Recover Deleted Items From Server** isn't there, your account doesn't support recovering an item that's no longer in your **Deleted Items** folder.
3. Select the item or items you want to recover, click **Restore Selected Items**, and then click **OK**.
   Select an item to restore and click OK

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Where do recovered items go? When you recover items from the Recoverable Items folder, they are moved to the **Deleted Items** folder. So after you recover an item, you can find it in your **Deleted Items** folder and then move it to another folder.

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