

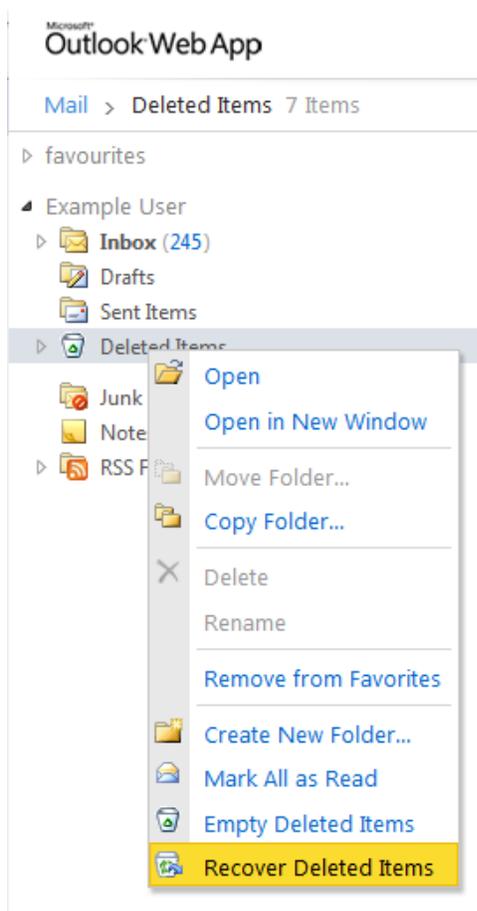
Recovering Deleted Items in OWA

When items are deleted within a mailbox i.e. they are no longer present in the original folder or the 'Deleted Items' folder; messages are retained for 14 days in a retention area with the mailbox. This process allows mailbox users to quickly recover items they may have deleted inadvertently through Outlook Web App (OWA).

In order to recover deleted items from the mailbox retention area, please follow the following steps:

Logging into OWA

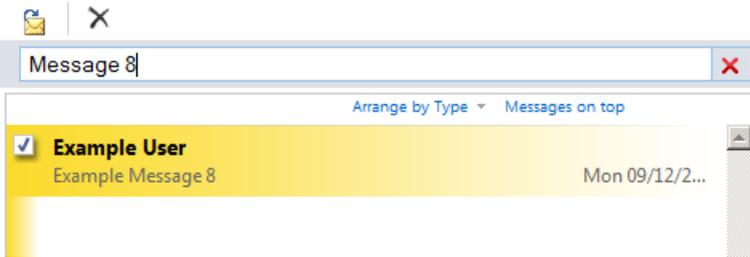
1. Login to OWA at the URL: <http://webmail.trivalley.com>
2. Once logged in, right click on the 'Deleted Items' folder and then select 'Recover Deleted Items'



3. When you have the 'Recover Deleted Items' window open, you will be presented with all items that were deleted in the last 14 days.

Finding your deleted items

4. If you know the sender's name, the subject line or words in the body of the message, you can locate messages using the search function. The same principal works for calendar and contact items.



Additionally, you can sort and arrange items by the following criteria:

Deleted On - Newest at the top or bottom

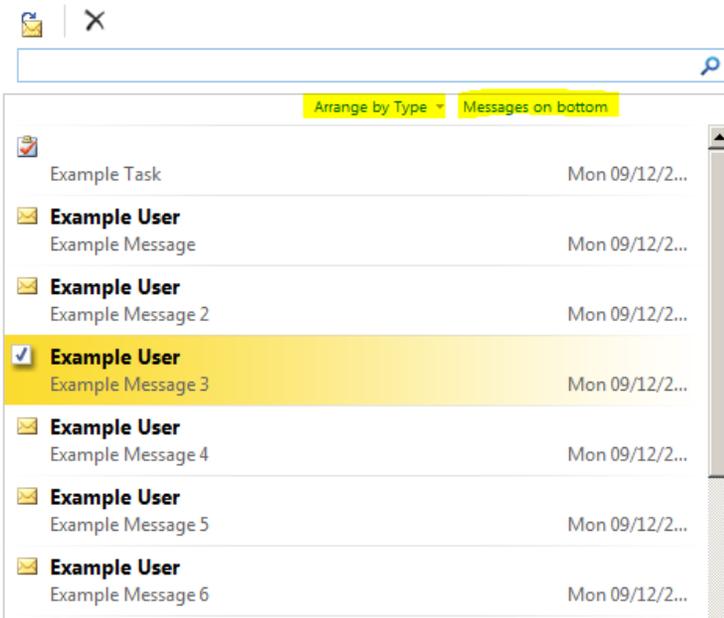
From - A or Z at the top of the list

To - A or Z at the top of the list

Subject - A or Z at the top of the list

Type - Messages at the top or bottom of the list - other item types will be together e.g. calendar and contact items.

Attachments - at the top or bottom of the list



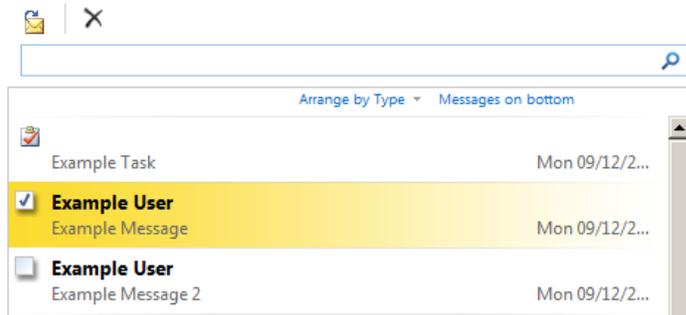
Selecting your items

5. You can select items individually by placing check marks on items.



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. [?](#)



If you need to select multiple items, you can select the first item in the list and then scroll down to the bottom and click the last item while holding the 'Shift' key, this will select all items in the list. Do not click on the check box to perform this action, instead click anywhere to the right of the checkbox.

Recovering your items

6. Once you have selected your items, you can recover these by clicking on this icon 

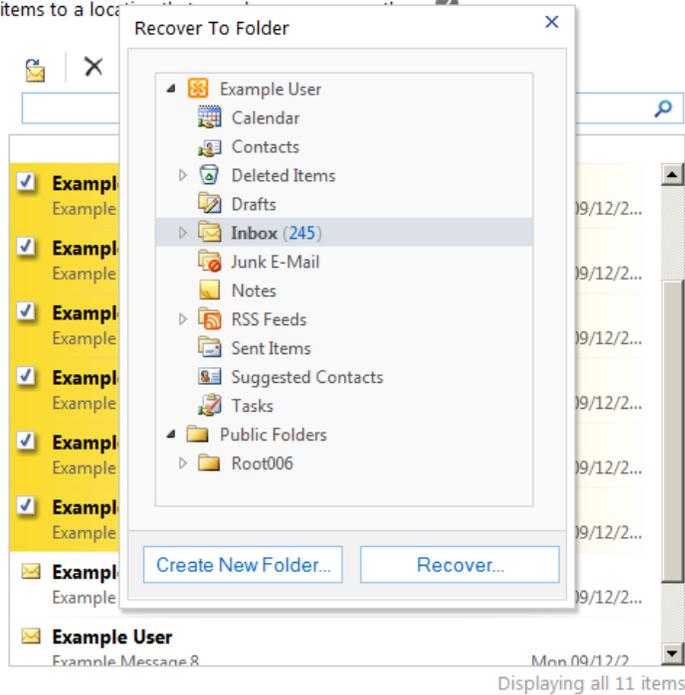
You will be able to perform the following actions to recover these items:

- * Recover to an existing folder
- * Create a new folder and then recover the items



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 local mailbox or to a mailbox in the cloud.



When you are ready to recover your items, select the folder to recover them to and then click the 'Recover...' button.

Additional information

If you are recovering an entire calendar of items, you will need to create a new empty calendar and then recover your items to this calendar. You can differentiate between calendar items and other items in the retention area by sorting by type. You will notice that the calendar items are represented with this icon 