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Recover a mailbox item that's no longer in the "Deleted Items" folder

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Overview

When a mailbox item is deleted from your Micron21 Hosted Exchange account, it is moved to the "Deleted Items" folder. When that mailbox item is deleted from the "Deleted Items" folder, it is moved to a hidden folder named "Recoverable Items" and is available for recovery for 30 days. After 30 days, the mail item is permanently deleted.

A mailbox item can be the following:

- Mail item (e.g an email)
- Calendar item (e.g an event in a Calendar)
- Contact
- Task

Recover an item using Outlook Web Access (OWA)

1. Browse to OWA at <https://outlook.micron21.net/owa>.
2. Sign in using your username and password.
3. Right click the "**Deleted Items**" folder in the folder list on the left.
4. Select "**Recover deleted items**" from the menu that appears.
5. Select the item(s) to be recovered.
6. Select the "**Recover**" button at the bottom left of the "**Recover deleted items**" window.
7. Select "**OK**" to recover the item.

Recover an item using Outlook

1. Open Outlook and make sure Outlook is online and connected.
2. Select the "**Deleted Items**" folder in the folder list on the left. (Note: If there is a "Trash" folder instead of a "Deleted Items" folder, then item recovery is not supported for this account).

3. Use one of the following methods to access recoverable items:
 1. In the "**item list view**" (to the right of the folder view by default), select "**Recover items recently removed from this folder**".
 2. Select "**Home**" from the menu at the top, then select "**Recover Deleted Items from Server**" button. (Note: If the button is not visible, right click the "Home" button, and select "Use Classic Ribbon")
4. Select the item(s) to be recovered.
5. Select the "**Restore Selected Items**" option at the bottom of the "**Recovered deleted items**" window.
6. Select "**OK**" to recover the item.

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