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# How to recall or undo a sent email

Everyone sends an email too soon at some point. Sometimes you can pull it back, but it does not always work, so it helps to know what is possible.

## Be realistic

Once an email is delivered, you generally cannot take it back from someone else's inbox. Recall features only work in limited cases, and the person may already have read the message. If it is serious, contact the person straight away.

## Gmail: Undo Send

Right after you click Send, a small box appears at the bottom left saying **Message sent** with an **Undo** link. Click **Undo** quickly. You can lengthen this window in Gmail **Settings**, under the general settings, where you will find an **Undo Send** option. The exact place may change, so look for the wording.

## Outlook on the web and the new Outlook

Look in your settings for **Undo send** or a similar option and choose a delay. After sending, an **Undo** button appears for a few seconds.

## Classic Outlook for Windows

1. Open your **Sent Items** folder and double-click the message.
2. Look for **Message** then **Actions** then **Recall This Message**, if it is available.
3. Choose to delete unread copies and tick the box to be told how it went.

This only works inside the same organisation and Microsoft 365 or Exchange system, and only if the person has not opened it yet. It can also draw attention to the message.

## If you cannot recall it

1. Send a short, polite follow-up such as "Sorry, please ignore my previous email."
2. If you sent sensitive information, tell the right person at your workplace. Do not delay.
3. If you sent a password, change it at once through the official sign-in page.

## Avoid it next time

Add the recipient's address last, and re-read before clicking send.

## When to get more help

Contact us if confidential information went to the wrong person, or if you want a sending delay set up on your email so you get a longer chance to undo.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.