NAPLES COMPUTERS HOW-TO · SETUP & HOW-TO

Recover a Deleted Email or Folder

Deleted an email by mistake? It's usually still recoverable. This guide shows how to get it back in Outlook (Deleted Items, and Recover Deleted Items for anything gone further than that, or even a deleted folder) and Gmail (Trash), plus why you should act within about 30 days.

Where does a deleted email go?

It doesn't vanish right away — it just moves.

First stop: Deleted Items or Trash
A deleted email moves here first. Most of the time, this is all you need to check.

Act within 30 days
After that, it's usually gone for good, or needs a deeper recovery step.

Deleted a whole folder?
Outlook can often bring that back too, from the same place.

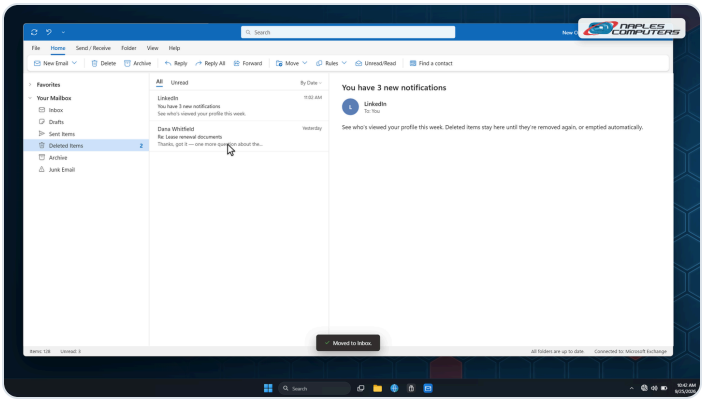
Step by step

OUTLOOK

1 Outlook: check Deleted Items first

Click Deleted Items in the folder list, and find the message.

WHAT TO DO
Right-click it, and choose Move to Inbox. It's back.



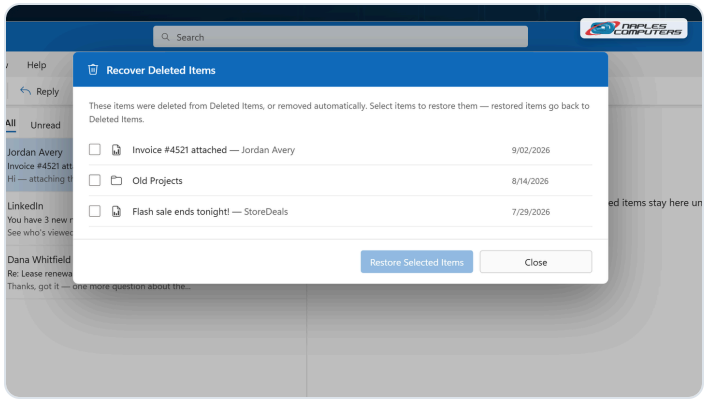
OUTLOOK

2 Outlook: gone from Deleted Items too? Recover Deleted Items

Right-click Deleted Items, and choose Recover Deleted Items. You'll see older messages, and even a deleted folder, like “Old Projects“.

WHAT TO DO

Check the box next to what you want back, and click Restore Selected Items.



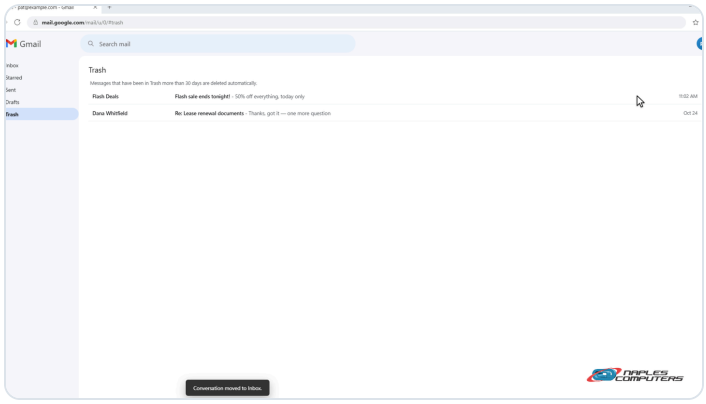
GMAIL

3 Gmail: open Trash, and move it back

In the left sidebar, click Trash, and find the message.

WHAT TO DO

Hover over it, and click Move to Inbox.



A few tips

- [ ] **The sooner, the better**
  Both Outlook and Gmail usually give you about 30 days before it's gone for good.
- [ ] **Can't find it? Search**
  Search All Mail or All Folders — it might have been moved by a rule or filter instead.
- [ ] **Still stuck? We can help**
  For a business mailbox, an admin may be able to recover it even after that window closes.

Recap: recover a deleted email

- [ ] Outlook: Deleted Items → right-click → Move to Inbox
- [ ] Gone from there too? Right-click Deleted Items → Recover Deleted Items
- [ ] Gmail: Trash → Move to Inbox
- [ ] Act within about 30 days

Can't find a message you're sure you didn't delete? Search All Mail or All Folders first — a rule or filter may have moved it instead. For a business mailbox, an admin can sometimes recover email even after the normal recovery window closes.

Still can't find a deleted email? We can help track it down.

Call 239-513-1960

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