Deleted Items and Junk Email Folders in Office 365

In the Office 365 Student Email program, items placed in the Deleted Items folder or the Junk Email folder will remain there for thirty days. After thirty days, items are permanently deleted.

The steps below describe how an Outlook user can recover deleted items during the thirty day grace period.

How do I recover deleted email items by using the Outlook web?

1. Sign in to Office 365.
2. Open Outlook.
3. In the Folder pane on the left-hand side of the window, choose “More”. The Deleted Items folder will appear under Inbox.

4. Right-click on the Deleted Items folder and choose “Recover Deleted Items”.

![Image of Outlook interface with Office 365 and folder options]
5. A window will appear displaying all available deleted items.

6. Select the deleted items to be recovered.
7. Choose “Recover”. The following dialog box appears.
8. Click **OK**. The mail items will be restored back to their original folder.

9. Close the **Recover Deleted Items** window.