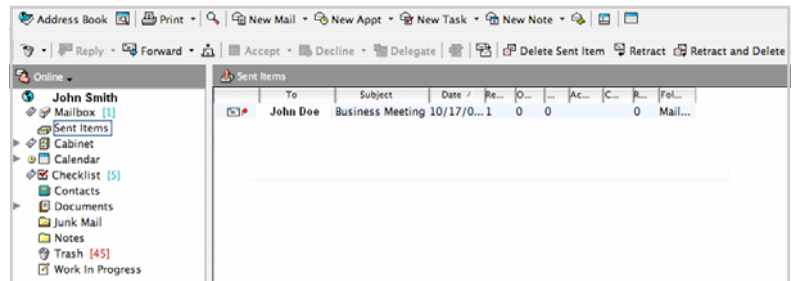


Retracting a Sent Item

GroupWise makes it possible to retract an item sent to another GroupWise user as long as it has not been opened by the recipient.

To access sent items:

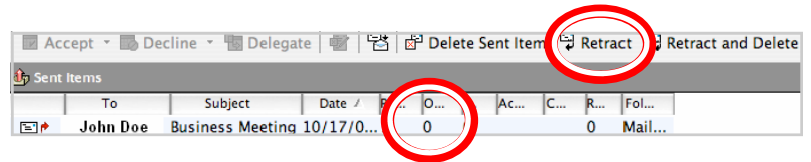
- Click on **Sent Items** in the left folder pane of the main GroupWise window. All items that you have sent will appear in the right pane.



To see if an item has been opened:

- Examine the numbers in the **Received #** and **Opened #** columns.

Notice in the example that the opened number is 0. This means it has not been opened and is able to be retracted.



To retract the item:

- Highlight the item by clicking on it once in the **To** column.
- Click on the **Retract** button in the toolbar to retrieve the item from the recipient's mailbox.

To retract and delete the item:

- Click on the **Retract and Delete** button.

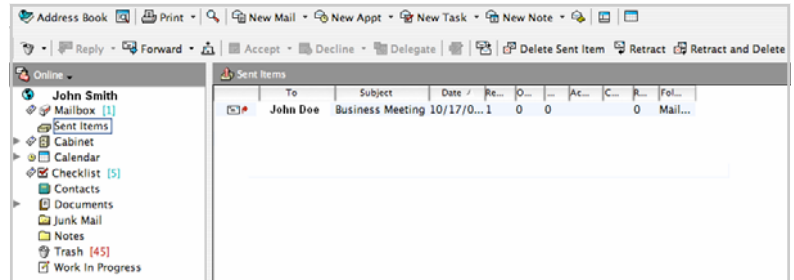
Note: It is possible to retract an item sent to multiple users or a group. The item will be retracted only from those who have not opened the item. Those who have opened the item have no effect on the retraction process: the unopened items will still be retracted.

Resending an Item



GroupWise also makes it possible to retract an item sent to another GroupWise user, make changes then re-send the edited item, provided it has not been opened by the recipient.

To access sent items:

- Click on the **Sent Items** folder in the left pane of the main GroupWise window. All items that you have sent will appear in the right pane.



To resend an item:

- Highlight the item by clicking on it once in the **To** column.
- Click on the **Resend**  button in the toolbar. The item will open in a new window where it is possible to make any desired changes.
- Click on the  **Send** button. A **Resend** window will appear asking if you wish to retract the original item.
- If you choose **Yes** it will retract the item only if it is unopened and if it was sent to another GroupWise user.
- If you do not wish to retract the original item click on **No**.

