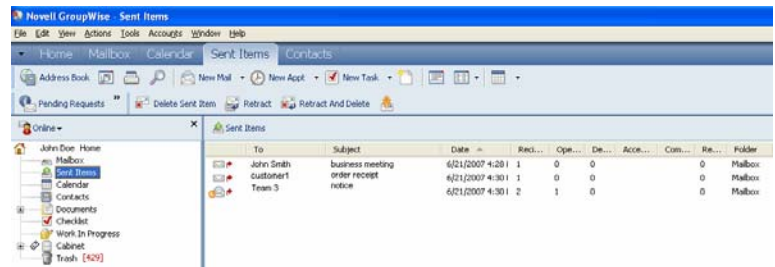


Retracting a Sent Item

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 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.



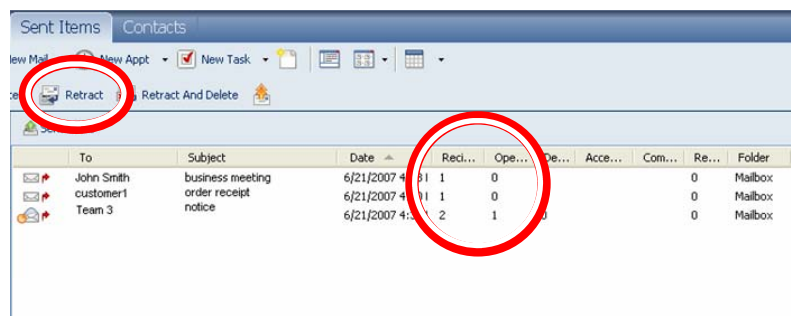
To see if an item has been opened:

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

Notice in the first line of 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.

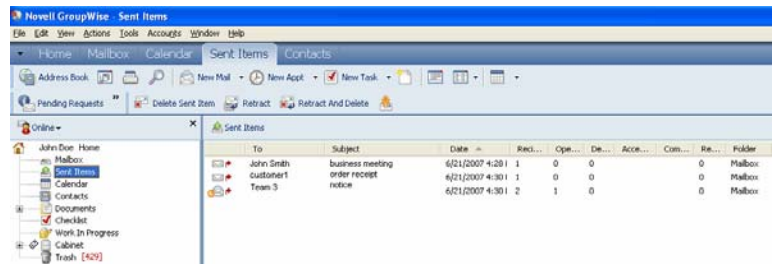
Note: It is possible to retract an item sent to multiple users or a group. The item will be retracted only from those who have not opened the item. Those who have opened the item have no affect on the retraction process: the unopened items will still be retracted.

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**.

