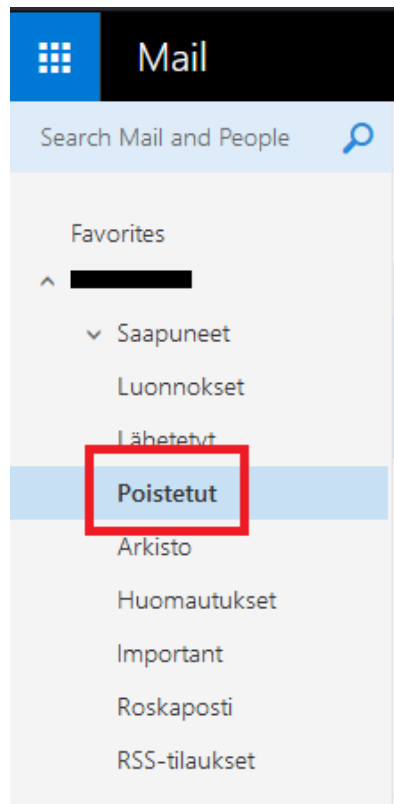# How do I recover a deleted email?
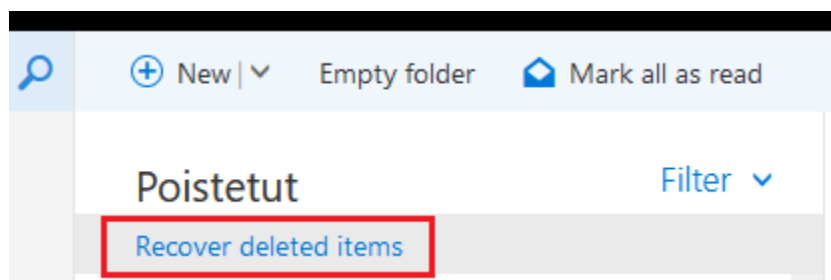
How do I recover a deleted email message through the browser at mail.metropolia.fi?
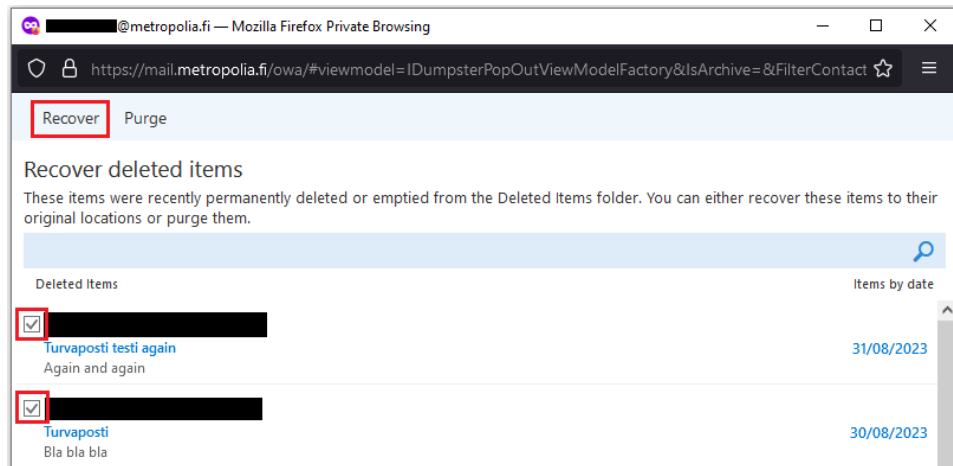
1. Log in to your email at mail.metropolia.fi.
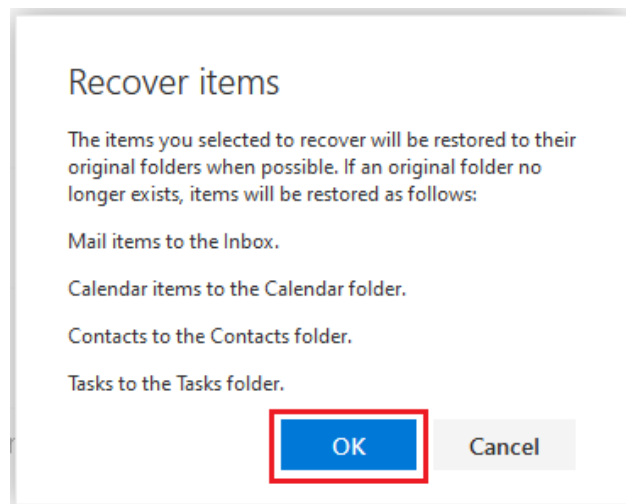2. Select the *Deleted Items* folder.

3. Click *Recover deleted items*.

4. Select the messages you want to restore and click *Recover*.
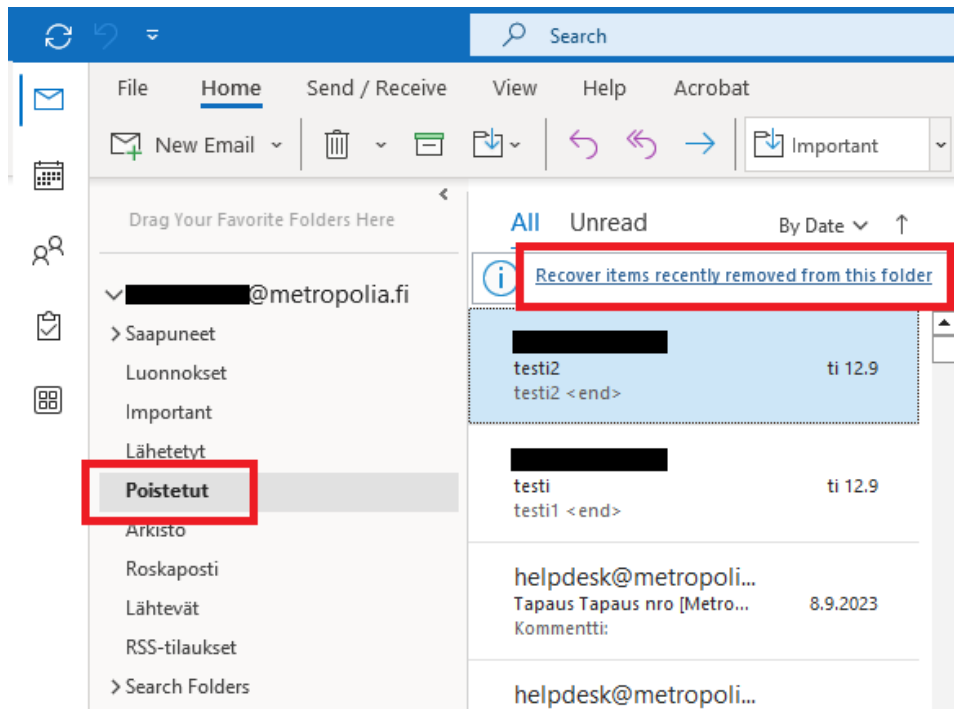
5. Read the notification, which tells you where the messages are restored to.
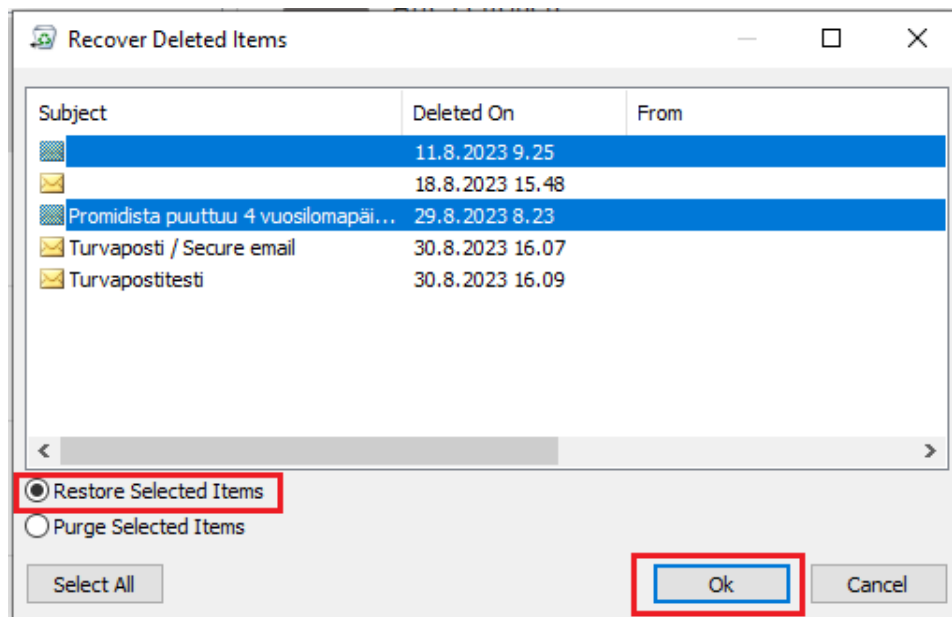6. Click *OK*.

How do I recover a deleted email message with the Outlook desktop application?

1. Select the *Deleted Items* folder.
2. Click *Recover items recently removed from this folder*.

3. Select the message or messages by clicking on them. You can select multiple messages by holding down the CTRL key.
4. Select *Restore Selected Items*.
5. Click *OK*.

Did you encounter a problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
   a. navigation menu of the site (on the left)
   b. search machine of the wiki (right upper corner)
   c. a general search engine, for instance Google Search
   d. alphabetical index
   e. FAQ

If the problem is not resolved, please contact the helpdesk according to best practices. Always include **a full screen screenshot** of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

Miten palautan tuhotun sähköpostiviestin?