

Outlook 2019 with JAWS

Locating Deleted Messages



When you delete a message from your Inbox, or indeed any other folder, it is sent to a holding place called **Deleted Items**. Messages will remain in this folder until you decide to delete them. However, sometimes you might delete a message by mistake. By moving to the Deleted Items folder, you will be able to retrieve it and move it back to another folder!

To display the contents of the **Deleted Items** folder in Outlook 2019, in conjunction with JAWS, follow these suggested steps:

1. Ensure that you are not in an open message.
2. Press the keyboard shortcut **CTRL and Y**. Upon doing this, the **Go To Folder** dialog box will be displayed. This consists of a list of all of your email accounts and related folders. JAWS will announce the name of the currently selected folder in the list. This is likely to be Inbox.
3. From the list of folders, select **Deleted Items** and press **ENTER**. Upon doing this, the contents of the folder will be displayed.
4. In the **Deleted Items** folder, You can press **DOWN ARROW** until the desired message is selected and then press **ENTER** to open it. Once the message has been opened, you can read it using standard JAWS navigation commands.
5. When you have finished with the message, press **ESCAPE**. Upon doing this, focus will return to the **Deleted Items** folder.

To return focus to the **Inbox** folder, press the keyboard shortcut **SHIFT and CTRL and I**.