

Outlook 365 with JAWS

Locating Deleted Messages



When you delete a message from your Inbox, or indeed any other folder, it is sent to the **Deleted Items folder**. 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 read it, print it or even move it back to another folder!

To display the contents of the **Deleted Items** folder in Outlook 365, in conjunction with JAWS, follow these suggested steps:

1. Ensure that you are not in an open message, calendar entry etc.
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, in a Tree view structure. 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 locate the desired message using a combination of **DOWN ARROW** and **UP ARROW**. to open the message, press **ENTER**. Once the message has been opened, you can read it using standard JAWS navigation commands.
5. When you have finished reading 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 **CTRL and SHIFT and I**.