



## Outlook: Oops

This tip is born out of a mistake that I just made...

I was in an Outlook appointment – which is how I book people into my courses. I made a change to a client's information in this booking. I went to click the SAVE & CLOSE button...but I guess I was in a bit too much of a hurry for my own good...and I over-reached and clicked the DELETE button which is located at the start of the toolbar (silly location).

Then entire course booking sheet disappeared! "*Jumping juniper*" I exclaimed! (Honest).

And the UNDELETED button was unavailable (why???)

So – what to do?

Switch back to your MAIL folder (by clicking the  icon at the bottom of the Navigation Pane). Click the DELETED ITEMS folder.

Rather than try to scroll through this endless (and it is *endless*) list of deleted items:

1. RIGHT-CLICK up in the column heading area – and choose FIELD CHOOSER from the list that appears.
  2. When the FIELD CHOOSER appears – click the ▼ beside FREQUENTLY-USED FIELDS and choose ALL APPOINTMENT FIELDS (you might have to scroll down to see it).
  3. Point to the END box that appears in the list and DRAG it to your Deleted Items list – dropping it between two existing columns (up in column heading area...you must see the red arrows appears to know it's safe to drop off).
  4. Click on the new END column heading – to automatically sort all deleted items by their end date. Pay attention to the scroll bar...you might have to scroll up a little to see the item.
  5. Once you find the calendar appointment, DRAG it to the CALENDAR icon and release.
  6. Now click the Calendar icon – to see your appointment is back where it belongs.
- Phew!