Managing Shared Deleted Items in Outlook(PC)

By default, when a user deletes an item from a shared mailbox in Outlook(PC), the deleted item goes to the user’s deleted items folder, not the shared mailbox’s deleted items folder. To send deleted items from a shared mailbox to the shared mailbox's deleted items folder, follow the steps below to "Enable Shared Deleted Items" on your Windows computer. If you have already enabled this feature and want to revert back to the default behavior, follow the steps below to "Disable Shared Deleted Items".

Enable Shared Deleted Items

1. From the Windows start menu, search for and open Software Center
2. Inside Software Center, search for "Outlook"
3. Click to install the "Enable Shared Deleted Items" feature.
4. Restart Outlook

Disable Shared Deleted Items

1. From the Windows start menu, search for and open Software Center
2. Inside Software Center, search for "Outlook"
3. Click to install the "Disable Shared Deleted Items" feature.
4. Restart Outlook