

Restore Files

Faculty	✓
Staff	✓
Students	✗
Others	✗

Problem

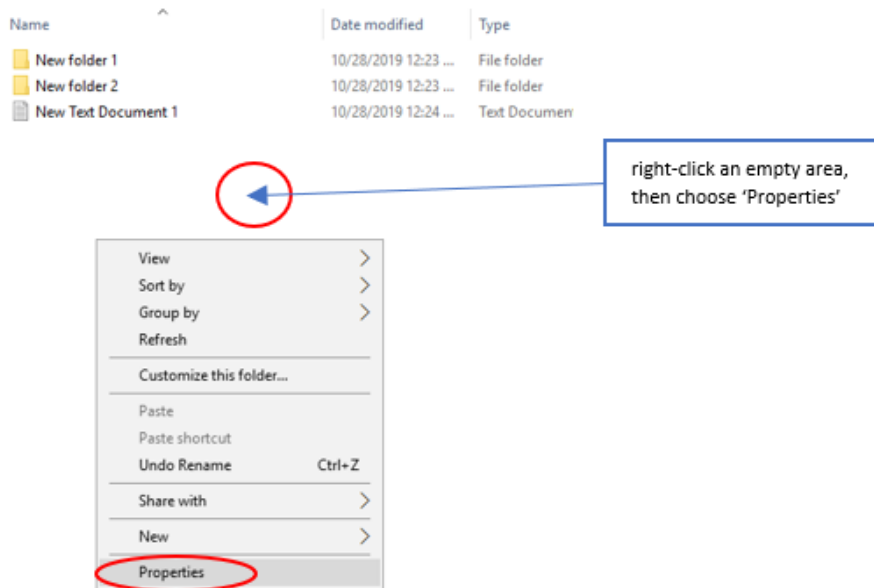
Files are missing from a shared folder, or, you or someone else accidentally deleted a file(s) or folder(s)



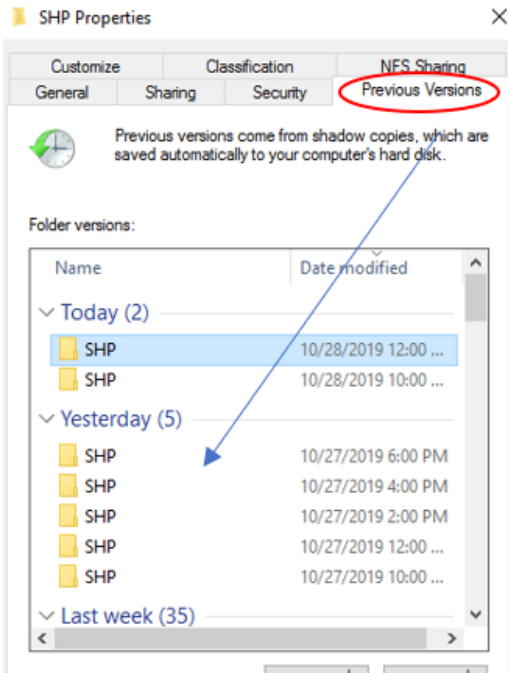
This method can only be used to restore file(s) or folder(s) from the past 30 days. If you are looking for an item that is much longer than that, please submit a ticket.

Solution

Step 1. Open the folder where the item used to be and right-click on a blank area

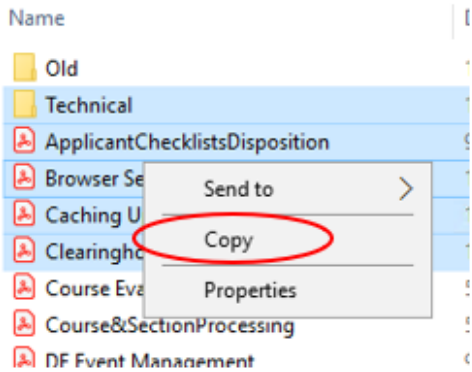


Step 2. Once the window opens, click on the 'Previous Versions' tab. You can then browse the different points in time for that folder.

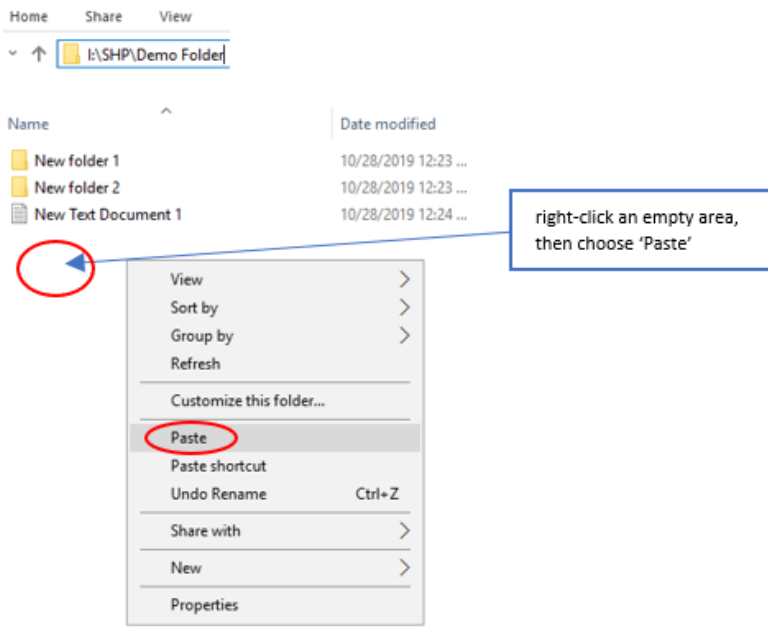


Step 3. If you know when the file(s) or folder(s) were deleted/removed, simply go to the date and double-click the folder to open it, if not, just browse through the different dates until you find what you are looking for.

Step 4. Once you have the file(s) or folder(s) listed that you are looking for, right-click on those items then select 'Copy'



Step 5. Now that you have your items copied, paste them back into their original location (location referenced in Step 1) by opening another explorer window and browsing to the destination.



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