Deleting Posts

In most cases, you can easily delete your posts in Publish, whether it's a draft, awaiting approval, scheduled, or already published. Processing posts can also be deleted once the social media network finishes processing them—although this usually only takes a few minutes, in rare cases, it can take a few hours. This article will guide you through the steps of deleting your posts from various stages.

Note:

All features in this article are only available to Social Media Management users with a <u>user</u> <u>role</u> of **Content Creator** or above. However, only **Admins** and **Editors** can <u>delete published</u> <u>posts for select networks</u>.

Warning:

Please be mindful that it is not possible to recover any type of deleted post in Publish once it has been deleted.

Deleting drafts, unapproved posts, and scheduled posts

Any post which hasn't yet been published can be deleted in Social Media Management. You can delete posts created for Facebook, X (Twitter), Instagram, LinkedIn, TikTok, and Messenger, whether it's still a draft, awaiting approval, or already scheduled. Please follow the steps below to get started:

- 1. Go to Publish and select **Drafts**, **Scheduled**, or **Awaiting Approval** beneath the **Content** menu on the left.
- 2. Locate your post, using the content filters if needed.
- 3. Select **Delete post** (trash icon) on the far, right-hand side of the post.



Alternatively, you can also click to open the post and click the red **Delete** option below the post preview.

Once a post has been deleted, it will be permanently removed. If we have already published or started processing your post, please see the steps below for more information on how to delete it.

Deleting processing posts

If the media file you're trying to publish is quite large, or your Instagram story is on the way to a Social Media Management user via the Hub app, you may briefly find your post in Publish under **Processing**.

When a post is in **Processing**, you won't be able to delete it for at least **two hours**. During this time, we'll continue to attempt to publish the post or wait for confirmation that the post was published via the <u>Hub app</u> (if applicable). Once this time has passed, please follow the steps below to delete the processing post:

- 1. Go to Publish and select **Processing** beneath the **Content** menu on the left.
- 2. Locate your post.
- 3. Look for **Delete post** (trash icon) on the far, right-hand side of the post. If applicable, click to remove the post.



Alternatively, you can also click to open the post and click the red **Delete** option below the post preview.

If neither option to delete the post are visible, this means not enough time has passed for you to be able to delete it. Once deleted, we won't continue to attempt to publish the content. The post will be permanently removed, along with any notifications which were sent to the <u>Hub app</u> (if applicable).

Tip:

Posts taking longer than usual? Try to <u>refresh the connection to your channel</u> or <u>contact our</u> Support team if the problem persists.

Deleting published posts

Users with a role of **Admin** can delete published Facebook, X (Twitter), and YouTube posts, whether they were published natively or via Social Media Management. **Editors** can only delete published Facebook and X (Twitter) posts.

Note:

Due to API restrictions, Instagram, LinkedIn, and TikTok posts can only be deleted from the native network after they have been published. For this reason, you won't see the **Delete post** (trash icon) in Publish on posts published to these networks.

To quickly delete your published posts, please follow the steps below:

- 1. Go to Publish and select **Published** beneath the **Content** menu on the left.
- 2. Locate your post, using the calendar or content filters if needed.
- 3. Select **Delete post** (trash icon) on the far, right-hand side of the post.



Alternatively, you can also click to open the post and click the red **Delete** option below the post preview.

Once deleted, your post will immediately be removed from both Social Media Management and the native network.

Deleting posts in bulk

If you have several posts which need to be deleted at once (for example, if a number of scheduled posts are no longer relevant), you can save some time by deleting them in bulk. Bulk deletion is possible for posts in any state (e.g. drafts, scheduled posts, or published posts). To learn more, visit our article on <u>Bulk Actions in Publish</u>.