

Title: Data Backup and Recovery Steps

Scenario:

An employee accidentally deleted a critical Excel file from their desktop.

Steps:

1. Open the Backup & Restore application from the Start menu.
2. Select 'Restore Files' and choose the date of backup.
3. Browse to the Desktop folder and locate the deleted file.
4. Click 'Restore' and confirm overwrite if prompted.
5. Verify the file is restored and accessible.

Troubleshooting:

1. Ensure backup service is running in the system tray.
2. Check if the file was saved in OneDrive or SharePoint for alternate recovery.
3. Contact IT if backup history is missing or corrupted.