

GSD. - OneDrive - Recover Deleted Files in OneDrive

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to Recover Deleted Files in OneDrive

Alternative names of the system:

Recover Deleted Files

IMPORTANT NOTICE:

N/A

Solution:

In case user accidentally deleted a file in OneDrive, it will be stored in the recycle bin for 90 days. After 90 days it will be permanently deleted. This guide will show how to access the recycle bin to recover deleted files.

Details:

Advise user to open the Office 365 Portal then select OneDrive icon.

In the menu entry, user must click on Recycle bin.

Inform user to search for the file, select it and click on Restore. The file will be restored to its original location.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

2. Office 365 Portal: <https://portal.office.com/>