GSD. OneDrive - Delete and restore deleted files

General Information:

Possible symptoms/errors:

User wants to know how to delete and restore deleted files?

Alternative names of the system:

backup

IMPORTANT NOTICE:

If user us signed into OneDrive with a Microsoft account, items in the recycle bin are automatically deleted 30 days after they're put there. If their recycle bin is full, the oldest items will be automatically deleted after three days. If user is signed in with a work or school account, items in the recycle bin are automatically deleted after 93 days, unless the administrator has changed the setting. See more information about how long deleted items are kept for work or school accounts.

Solution:

When user deletes a file or folder, it goes into the Recycle bin, where user has a chance to restore it.

A. Delete files

To delete files, advise user to:

Select the file or files they want to delete.Select Delete. The files move to the Recycle bin.

B. Restore files

To restore files, advise user to:

Select the Recycle bin.

if user wants all their files back, they must select Restore all items.Or select only the files they want and click Restore.

The file is returned 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:

N/A