

Deletion of files or folders by mistake

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Deletion of files or folders by mistake

A user has deleted files or folders by mistake, what should I do ?

As an administrator, you can track the deleted elements and restore them.

First, go to your platform :

Consult historical from events

- In platform management, go to **EVENTS** tab then click on 
- Select filters such as "keyword" and specify word from the name of the file you are looking for
- Type the word in the box "contains" 
- Add another filter, here "ACTION" and choose **DELETION**. 
- Click on 






→ The list of deleted documents containing keywords will display. Spot or sort list by user.

You can also get more precise results by adding a filter by user, for this you need to add the filter "USER", specify it and pick user who deleted file.

Notes


- For a faster search, please use "**DATE**" filter first and "**KEYWORD**" in last position.
- The more filters you add, the more precise search will be.
- Filter "**keyword**" is **not case-sensitive**.

Access trashes

- In order to access trashes, click on "My Trash" from the up left menu. 
- From the up right section, click on  to access trashes from any user.
- Spot wanted user and add it by  then click on : User trash will display.
- Spot the element you are looking for and click on 

→ Element will be restored in its original location.

Notes

- You can also access the trashes from **System** tab in **Platform management** menu They're right in the middle of screen and they're sorted by size (biggest are on top of the list) .
- Search bar is **not case-sensitive**. 
- You can restore many documents **in the same action**. You can use CTRL on your keyboard to select manually more than one file. You can also use CTRL+A to select all, or combine CTRL+SHIFT to select lists.
- If a file has **versions**, then **versions will also be sent to trash in case of deletion**. When restoring a file, **you can restore versions too**, and **files will be restored with their versions as they were originally**.
- To delete permanently, you can use CTRL+SUPPR on your keyboard, as in Windows.