

## Deletion of files or folders by mistake


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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.

### Explore events on your platform

- **From the Admin panel In platform management, go to EVENTS tab then click on**


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- 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"

Keywords(1)

User

System users


Object type

 Date

Action

Show more

Reset

Keywords 

contains

Apply

- 
- Add another filter, here "ACTION" **and choose DELETE.**

Keywords(1)

User

System users

Object type

Date

Action(1)

Show more

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Keywords

Reset

×

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contains

Keywords

---

Action

×

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is

Delete

▼

Apply

- 
- Click on "Apply"
- Apply

→ The list of deleted documents containing keywords will display.

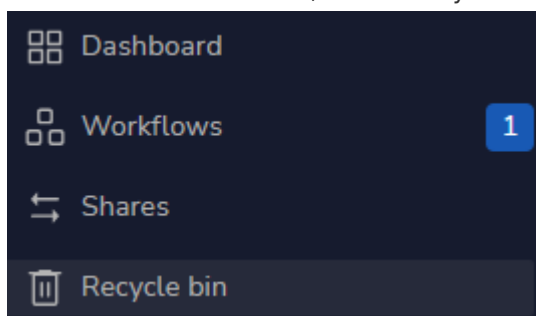
## Notes

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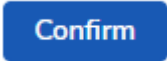
- For a faster search, please use "**DATE**" filter first and "**KEYWORD**" in last position.
- The more filters you add, the more precise search will be.
- Filter "**keyword**" is **not case-sensitive**.

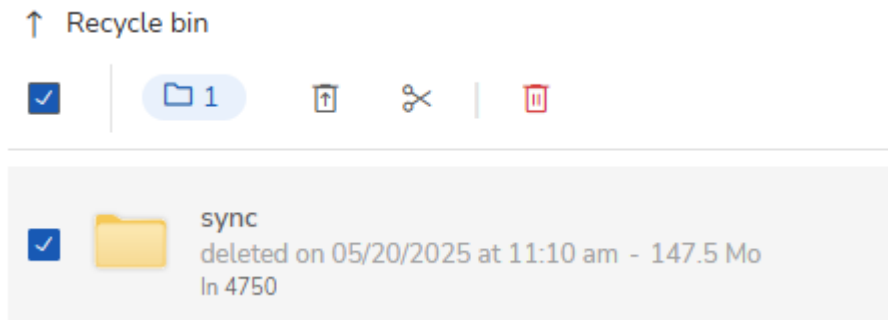
## Access trashes

- 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.

- Select a user and confirm your choice  : User trash will display.
- Spot the element you are looking for and click on a choice to restore files.




→ Element will be restored in its original location.

If you click on scissors icon, the "cut" feature allows you to paste elements in a different folder than original.

- Careful, this feature is available only if you are the owner of the Recycle bin, an administrator can't cut/paste elements from another user's bin.

If recycle bin contains a lot of stuff, you can sort the results by using the options on the upper right, in order to sort files by name, deletion date, owner or size.

Sort by Name ▾ Ascending order ▾ 

#### Notes

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- 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 elements permanently, you can use CTRL+SUPPR on your keyboard, as for Windows.