

APPLICATIONS

Deleted or overwritten a file? Stop — we can usually get it back

Check the recycle bin, then let us restore from versions or backup. Time matters.

First: check the Recycle Bin (or the *Deleted files* area of your cloud drive). Restoring from there takes seconds.

If it's not there — stop and open a ticket. Don't keep saving into the same folder, and don't try recovery tools yourself.

What we can usually do

- **Previous versions:** cloud drives and our backups keep version history — an overwritten spreadsheet can often be rolled back to this morning's copy.
- **Backups:** we restore files, folders or whole mailboxes from your backup schedule.
- **Emailed copies:** attachments in sent mail are a surprisingly good last resort.

Tell us the file name (or part of it), where it lived, and roughly when it was last good. The sooner we know, the more restore points are still available.