

Restoring deleted files on OneDrive

Troubleshooting

1. Check the Recycle Bin on your Windows PC or the Trash on your Mac. If the file is there, you can restore it by right-clicking on it and selecting "Restore".
2. If the file isn't in the Recycle Bin or Trash, you can try to restore it from a previous version. To do this, open the OneDrive folder on your computer and find the file you want to restore. Right-click on the file and select "Restore previous versions". This will show you a list of available previous versions of the file, which you can then restore by selecting the version you want and clicking "Restore".
3. If you can't find the file in the Recycle Bin or Trash and there are no previous versions available, you can try to restore it from the OneDrive website. To do this, log in to your OneDrive account on the website and navigate to the folder where the deleted file was located. Click on the "Recycle bin" link on the left side of the screen. This will show you a list of all the files that have been deleted from your OneDrive account. You can then select the file you want to restore and click the "Restore" button to restore it to its original location.
4. If you still can't find the file, there may be a problem with your OneDrive account. In this case, you should contact the Sinclair Help Desk for assistance. They will be able to help you troubleshoot the problem and restore your deleted files if possible.

Frequently Asked Questions

Q: Can I restore a file that has been permanently deleted from the Recycle Bin?

A: No, once a file or folder has been in the Recycle Bin for more than 30 days, it is permanently deleted and can't be restored.

Q: Can I restore a file that was deleted from my computer, but not from OneDrive?

A: No, if a file was deleted from your computer but not from OneDrive, it will not be in the OneDrive Recycle Bin and can't be restored.

Q: Can I restore a file that was deleted from the OneDrive website, but not from my computer?

A: Yes, if a file was deleted from the OneDrive website but not from your computer, it will be in the Recycle Bin on your computer and can be restored by following the steps above.

Q: Can I restore a file that was deleted from my phone or tablet?

A: Yes, if you have deleted a file from your OneDrive app on your phone or tablet, it will be in the Recycle Bin on the OneDrive website and can be restored by following the steps above.

Q: How long do deleted files stay in the Recycle Bin?

A: Deleted files and folders stay in the Recycle Bin for 30 days, after which they are permanently deleted. Be sure to restore any files that you want to keep before they are permanently deleted.

Restoring Prior Versions of Files

Troubleshooting

1. Make sure that you have an active internet connection, and that OneDrive is up-to-date. You can check for updates by opening OneDrive, clicking on the "Help" tab, and selecting "Check for updates".
2. Ensure that the file you want to restore is synced to OneDrive. You can check this by going to the OneDrive folder on your computer and looking for the file. If it is not synced, you will not be able to restore it.
3. To restore a prior version of a file, right-click on the file in the OneDrive folder and select "Restore previous versions". This will open a list of available prior versions of the file. Select the version you want to restore and click "Restore".
4. If you are unable to restore a prior version of the file, or if you do not see the "Restore previous versions" option, it is likely that the file was not synced to OneDrive or that OneDrive was not enabled to save previous versions of the file.
5. If you are still having trouble restoring a prior version of a file, you can try restarting your computer and trying again, or you can contact OneDrive customer support for further assistance.

Frequently Asked Questions

Q: How do I restore a previous version of a file on OneDrive for Windows or MacOS?

A: To restore a previous version of a file on OneDrive for Windows or MacOS, follow these steps:

1. Open the OneDrive application on your Windows PC or MacOS.
2. Locate the file you want to restore and right-click on it.
3. From the drop-down menu, select "Version history".
4. A list of available previous versions of the file will appear. Select the version you want to restore.
5. Click on "Restore" to restore the selected version of the file.

Q: Can I restore a deleted file on OneDrive?

A: Yes, you can restore a deleted file on OneDrive. To do so, follow these steps:

1. Open the OneDrive application on your Windows PC or MacOS.
2. In the left-hand navigation pane, click on "Recycle bin".
3. Locate the deleted file you want to restore and right-click on it.
4. From the drop-down menu, select "Restore".
5. The file will be restored to its original location.

Q: How long does OneDrive keep previous versions of files?

A: OneDrive keeps previous versions of files for 30 days. After 30 days, the previous versions are automatically deleted and cannot be restored.

Q: Can I restore a previous version of a file that was deleted more than 30 days ago?

A: No, you cannot restore a previous version of a file that was deleted more than 30 days ago. OneDrive only keeps previous versions of files for 30 days, after which they are automatically deleted and cannot be restored.