Doc Recovery

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Download a deleted doc back out of *Deleted Docs*, then upload it again — that's the whole recovery, and you can do it without emailing us.

Introduction

Getting a deleted doc back is something you can do yourself, and it works the same way whether the doc was sitting on a transaction or waiting in *Unassigned Docs*. You open *Deleted Docs*, download the file, and upload it again.

There's no one-click restore and no bulk recovery, so docs come back one at a time. For the single wrong click that sends most people looking, that's a minute of work.

Two things decide what you can pull back. Unless you're a master admin, you can only recover docs you deleted yourself. And a deleted doc is only available for a year before Pipeline clears it for good.

How It Works

Recovery is a round trip: the file comes down to your computer, then goes back into Pipeline.

Recovery Is a Download and a Re-upload

The *Deleted Docs* page gives you a [Download] button next to each doc, not a restore button. You download the file, then upload it back the same way you'd upload any doc. That's why there's no bulk option — each doc is its own download and its own upload.

The One-Year Window

A deleted doc stays available for a year. After that Pipeline clears it permanently, and a master admin can clear it earlier. Either way, once it's gone there's no version of it left to recover, so download anything you're unsure about while it's still there.

What You Can't Recover

A few things fall outside this. Docs deleted from the Reference Library have no *Deleted Docs* page and can't be recovered, so you'd add them again from the original file. Docs that a master admin permanently deleted, and docs deleted more than a year ago, are gone. And a deleted transaction takes its docs with it, which isn't something you can undo yourself.

Recover a Doc Deleted from a Transaction

Download the doc out of the transaction's *Deleted Docs* page, then upload it back to the transaction.

Who Can Do This: Master admins can recover any deleted doc on the transaction. Everyone else can recover the docs they deleted themselves.

To recover a doc deleted from a transaction:

1. Open the transaction and click [Deleted Docs] in the left menu.
2. Find the doc and click [Download]. The file downloads to your computer.
3. Click [Upload Docs] in the left menu and upload the file back to the transaction.

The doc is back on the transaction. It arrives as a new upload, so you'll fill in its details the way you would for any doc you're adding.

Putting the file back is the standard upload.

Drag a stack of PDFs in or pick them from your computer — docs go straight onto a transaction, or into Unassigned to file later.

See Uploading Docs

Recover a Doc Deleted from Unassigned Docs

Download the doc out of the *Deleted Docs* page in *Unassigned Docs*, then upload it back into Pipeline.

Who Can Do This: Master admins can recover any deleted doc in *Unassigned Docs*. Everyone else can recover the docs they deleted themselves.

To recover a doc deleted from Unassigned Docs:

1. Go to the *Unassigned Docs* page and click [Deleted Docs] in the left menu.
2. Find the doc and click [Download]. The file downloads to your computer.
3. Upload the file back into Pipeline — straight to the transaction it belongs on, or back into *Unassigned Docs* if it still needs to be routed.

The doc is back in Pipeline and ready to work with again.

Frequently Asked Questions

Can a deleted doc be recovered?

Yes, for a year after it was deleted. Deleted docs wait on the *Deleted Docs* page of the transaction or of *Unassigned Docs*, and you can pull them back from there.

How do I get a deleted doc back?

Download it, then upload it again. Open [Deleted Docs], click [Download] next to the doc, and upload the file back into Pipeline.

Do I need to ask support to recover a doc?

No. Doc recovery is self-serve, so there's nothing to wait on. Email us if the doc isn't on the *Deleted Docs* page and you can't work out where it went.

Can I recover several docs at once?

No. Each doc is downloaded and uploaded on its own. A batch of deletions means repeating the steps per doc.

Can I recover a doc someone else deleted?

Only if you're a master admin. Everyone else sees and recovers only their own deletions, so ask a master admin to pull back a doc a colleague removed.

Can I recover a doc that was deleted more than a year ago?

No. Pipeline clears deleted docs permanently after a year, and a master admin can clear them sooner. Once that happens there's nothing left to recover.