



## Documents: Deleting or restoring files and Folders

We will cover how files and folders can be deleted and recovered using the trash can feature in the Documents application.

Users with the corresponding front end [permission](#) against files and folders will have the option to delete/restore them from on the front end and from their trash can.

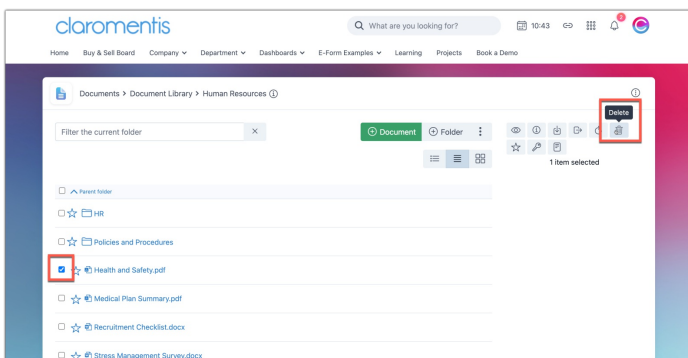
If it is not appropriate for certain users to be able to delete documents or folders, ensure they do not have the 'move & delete' permission to prevent this

Document application administrators can make any deletion across the directory from the admin side as well as see all trash can items across users with the ability to restore these on their behalf.

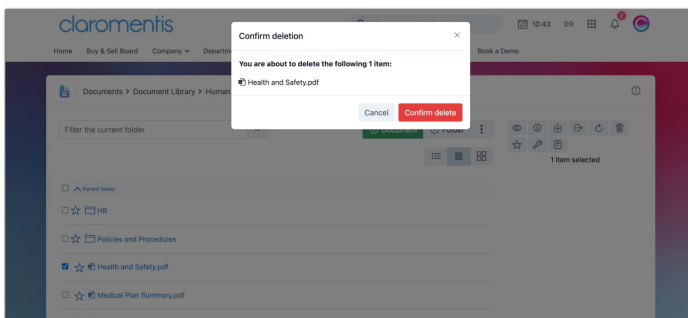
### Deleting from the front-end

To delete from the front end a user needs the '[move & delete](#)' permission against that file or folder, otherwise, the delete option will not appear.

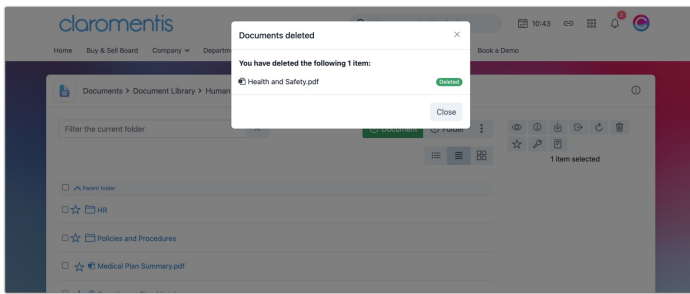
A user with permission can head to Application > Documents and check the box against the content and then click delete.



A pop-up will appear asking to confirm the deletion:



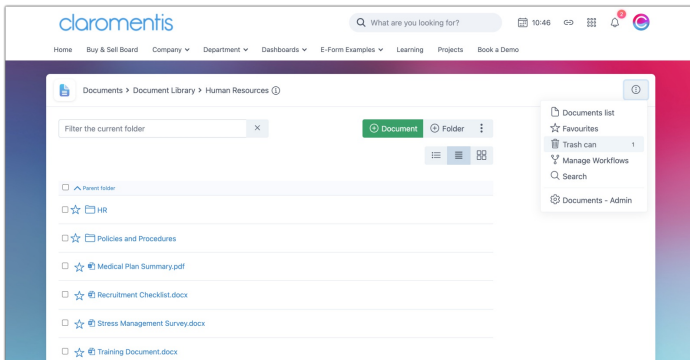
Click 'confirm delete' to proceed, a green 'deleted' label will be applied:



Click 'close' to dismiss the pop up, the content has been removed and placed in the trash can.

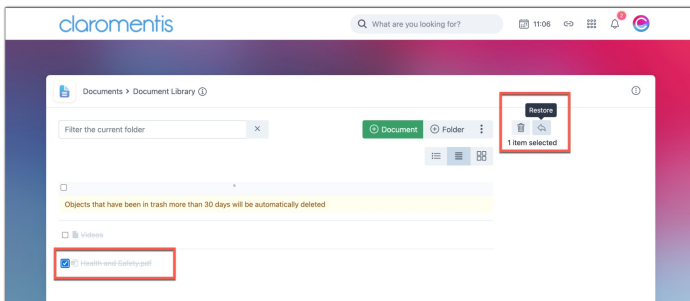
## Accessing the trash can from the front end

The trash can is under the three dots on the top right:



Here content previously deleted by the user can be restored to its original location or permanently deleted.

Select the checkbox next to the content and use either the restore or permanently delete buttons:

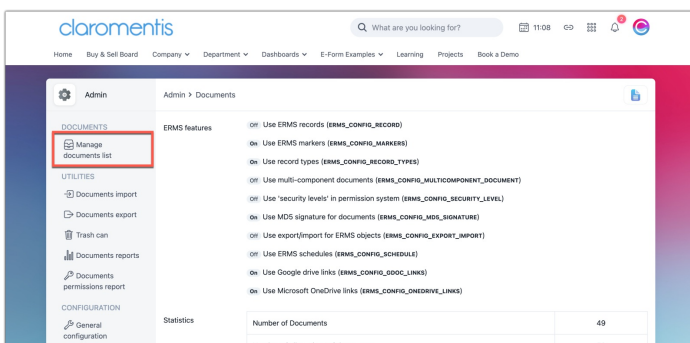


If content is left in the trash can it will be permanently removed after 30 days (and cannot be retrieved after this time period has elapsed)

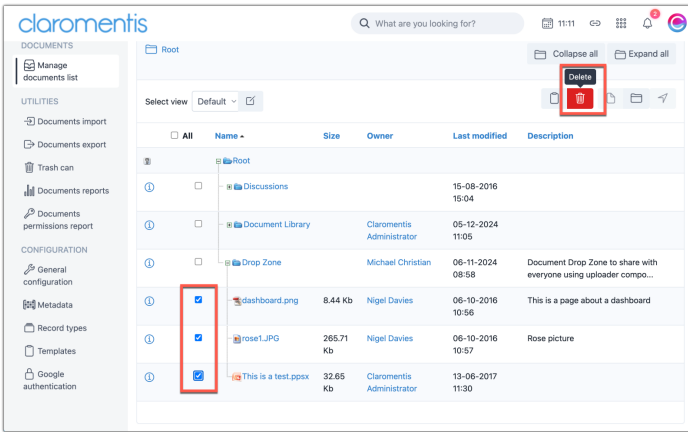
A user will only ever see their own deletions in their trash can (but an administrator of Documents can see all from the admin side)

## Deleting from the admin side

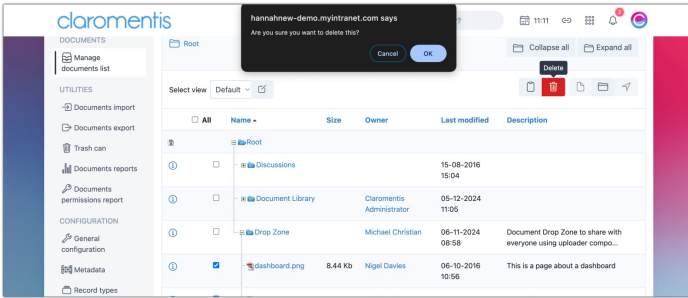
An [application administrator of Documents](#) can see the whole directory from Admin > Documents > Manage document list:



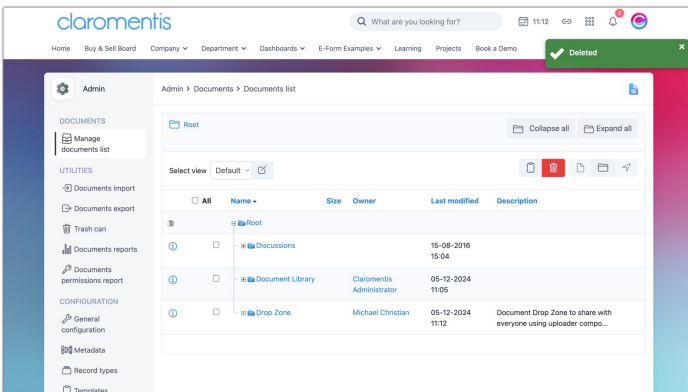
Navigate around the directory to locate the appropriate content to be removed and select the checkbox next to each to include them.



Click the red bin icon to be prompted to confirm the deletion:



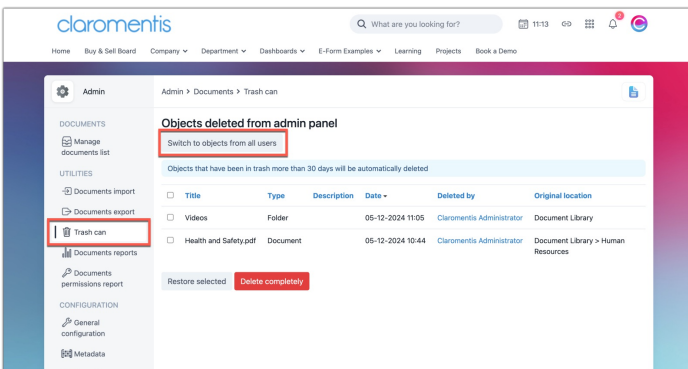
A green confirmation will appear once this is processed:



## Accessing the trash can from the admin side

Applications > Admin > Documents > Trash Can

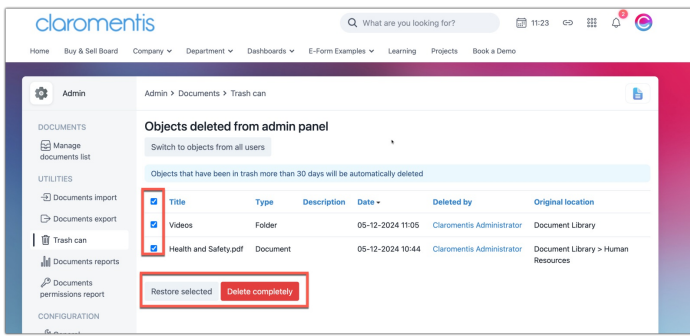
The default view is to list deletions made by administrators:



This can be changed to view all deletions across users with the 'switch to objects from all users' button.

This area allows document administrators to restore or delete content on behalf of any user.

Select the content to be restored or deleted using the checkboxes and the appropriate button.



Using restore will put the content back in its original location.

Deleting it completely removes it from the system permanently (and the content cannot be retrieved)

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Created on 5 December 2024 by [Hannah Door](#)

Tags: [delete](#), [document](#), [file](#), [restore](#), [trash can](#)