

Restoring files in SharePoint and OneDrive

Restoring Deleted Items from the Site Collection Recycle Bin

When you delete items (including OneDrive files) from a SharePoint site, they're sent to the site Recycle Bin (also called the first-stage Recycle Bin), where you can restore them if you need to. When you delete items from a site Recycle Bin, they are sent to the site collection Recycle Bin (also called the second-stage Recycle Bin).

SharePoint First-stage and Link to Second-stage Recycle Bin (for Site Collection Administrators)

The screenshot shows the SharePoint interface for the 'Enterprise Collaboration Team' site. The left navigation pane has 'Recycle bin' highlighted with a red box. The main content area shows a list of deleted items in the 'Empty recycle bin'. A red box highlights a message at the bottom: 'Can't find what you're looking for? Check the [Second-stage recycle bin](#)'.

Name	Date deleted	Deleted by	Created by	Original location
Test Spreadsheet.xlsx	9/30/2020 8:33 AM	Jeff Olive	Jeff Olive	sites/its-co only
Book.xlsx	9/30/2020 8:33 AM	Jeff Olive	Jeff Olive	sites/its-co only
Permissions Test	9/30/2020 8:32 AM	Jeff Olive	Galen Keene	sites/its-co
MyAccess.one	9/14/2020 5:58 PM	Jeff Olive	Ray Rueda	sites/its-co Notebook/
Office365Roadmap-HighLevel.pptx	8/7/2020 12:50 PM	Galen Keene	Galen Keene	sites/its-co 365/Roadn
New folder	8/7/2020 12:24 PM	Galen Keene	Galen Keene	sites/its-co 365/Roadn

OneDrive First-stage and Link to Second-stage Recycle Bin

The screenshot shows the OneDrive interface for Jeff Olive. The left navigation pane has 'Recycle bin' highlighted with a red box. The main content area shows the 'Recycle bin' with a list of deleted items. A red box highlights a message at the bottom: 'Can't find what you're looking for? Check the [Second-stage recycle bin](#)'.

Name	Date deleted	Deleted by	Created by	Original location
Document.docx	9/30/2020 9:05 AM	Jeff Olive	Jeff Olive	personal/jeffoliv_usc_edu/Documents

A SharePoint site collection administrator can view and restore deleted items from the second-stage site collection Recycle Bin to their original locations. If an item is deleted from the site collection Recycle Bin, or it exceeds the retention time, it is permanently deleted.

In Microsoft 365 SharePoint, items are retained for 93 days from the time you delete them from their original location. They stay in the site Recycle Bin the entire time, unless someone deletes them from there or empties that Recycle Bin. In that case, the items go to the site collection Recycle Bin, where they stay for the remainder of the 93 days.

For more details, reference [this article](#).

Retention for SharePoint and OneDrive

All files stored in SharePoint or OneDrive sites can be retained by applying a retention policy or retention label. Use a retention policy to assign the same retention settings for content at a site or OneDrive account level and use a retention label to assign retention settings at an item level (folder, document, email).

For example, if all documents in a SharePoint site should be retained for 5 years, it is more efficient to do this with a retention policy than apply the same retention label to all documents in that site. However, if some documents in that site should be retained for 5 years and others retained for 10 years, a retention policy would not be able to do this. When you need to specify retention settings at the item level, use retention labels.

Currently at USC, there are no default retention policies for SharePoint and OneDrive. If approval is obtained from the ITS Chief Information Security Office, the ITS Collaboration team will work with School IT to set up retention policies for specific school SharePoint sites and/or ad hoc School-member OneDrive accounts.

If you are a School IT representative, please use the ServiceNow [“Request a Service” form](#) and specify “Collaboration” as the Business Service type to submit your request to assign a retention policy to a specific SharePoint site or an ad hoc list of OneDrive accounts.

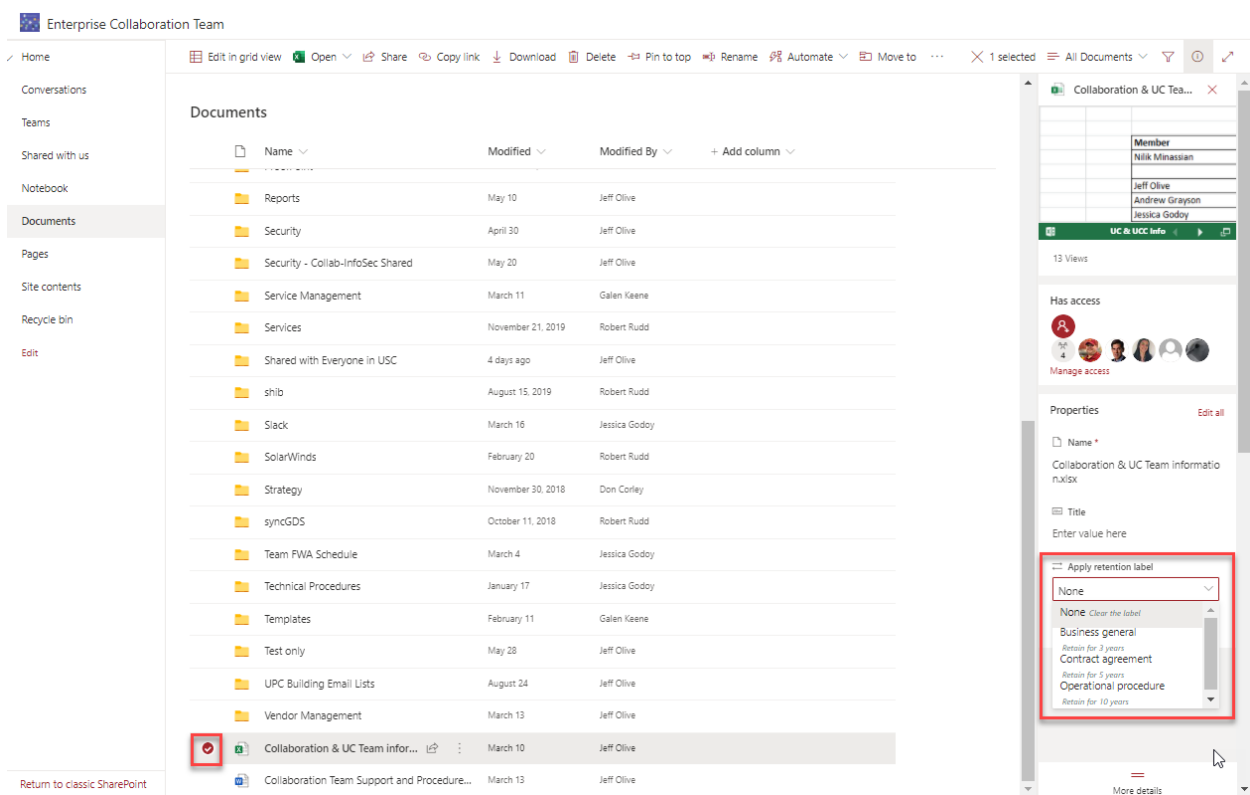
There are currently three default retention labels available for users to apply:

- Business General – Retain for 3 years from when item last modified, do not delete afterwards.
- Contract Agreement – Retain for 5 years from when item last modified, do not delete afterwards.
- Operations Procedure – Retain for 10 years from when item last modified, do not delete afterwards.

Please use the ServiceNow [“Request a Service” form](#) and specify “Collaboration” as the Business Service type to submit your request for a different SharePoint retention label.

To apply a retention label, select the document(s) and/or folder(s) then apply the desired label from the option in the opened details pane (see example).

Apply a Retention Label to a file in SharePoint



To support retention, SharePoint and OneDrive creates a Preservation Hold library if one does not exist. You can view this library on the **Site contents** page in the top-level site of the site collection. Most users cannot view the Preservation Hold library because it is visible only to site collection administrators. At USC, each user is a site collection administrator for their own OneDrive account. Site Collection administrators can view folders and documents that are retained subject to a retention policy or retention label in the Preservation Hold Library (see the link in the OneDrive example below for the address to the OneDrive Preservation Hold Library).

SharePoint Preservation Hold Library

Home pwa



Enterprise Collaboration Team

Private group

- Home
- Conversations
- Teams
- Notebook
- Documents
- Pages
- Site contents
- Recycle bin
- Edit


+ New


Contents Subsites

Name	Type	Items	Modified
Documents	Document library	1085	10/22/2020 9:53 AM
Form Templates	Document library	0	6/25/2018 10:24 AM
Site Assets	Document library	37	10/16/2020 11:53 AM
Style Library	Document library	5	6/20/2018 11:12 PM
Jeff Test List	List	0	6/14/2020 2:19 PM
Jeff Test Contact List	Contacts list	1	4/30/2020 10:35 AM
JeffTest Tasks	Tasks list	0	3/25/2020 12:25 PM
MicroFeed	List	2	6/25/2018 10:24 AM
Preservation Hold Library	List	22	9/30/2020 8:33 AM
Site Pages	Page library	10	6/14/2020 4:09 PM

OneDrive Preservation Hold Library







← → ↻ https://uscedu-my.sharepoint.com/personal/jeffoliv_usc_edu/_layouts/15/viewlsts.aspx?

 **SharePoint**

 **JO** Jeff Olive

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Contents Subsites

 Name ▾	Type ▾	Items ▾	Modified
 Form Templates	Document library	0	3/5/2020 1:42 PM
 Style Library	Document library	5	3/5/2020 1:42 PM
 Documents	List	99	10/26/2020 10:44 AM
 Preservation Hold Library	List	6	10/12/2020 11:44 AM
 Social	List	8	10/23/2020 9:55 AM

If somebody attempts to change or delete a document that is subject to retention settings, a check is made whether the content has been changed since the retention settings were applied. If this is the first change since the retention settings were applied, the content is copied to the Preservation Hold library, which allows the person to change or delete the original content. Any content in a site collection can be copied to the Preservation Hold library, independently from retention settings.

For more details, reference [this article](#).