How to restore a deleted case

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to [the latest release notes](#) and to use the feedback mechanism for any discrepancies or requests for clarification.

When a case is deleted, the case is moved to the recycle bin. It is stored there for 28 days after deletion and can be restored by an organisation owner or admin during that time.

1. **Go to the Cases page.**
2. **Select the Filter dropdown in the top right corner.**
3. **Select the Show deleted cases text in the bottom right corner of the filters section. This will show all deleted cases.**
4. **Select Edit in the top right corner.**
5. **Select the case(s) that should be restored.**
6. **Select the Restore button.**
7. **Then confirm the case(s) should be restored.**

The selected cases have now been restored.

Cases that are in the recycle bin can also be permanently deleted by clicking on the red Delete button after selecting the cases in step 5. Please note, it is not possible to recover a case once it is permanently deleted either manually or after the grace period of 28 days in the recycle bin.

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