

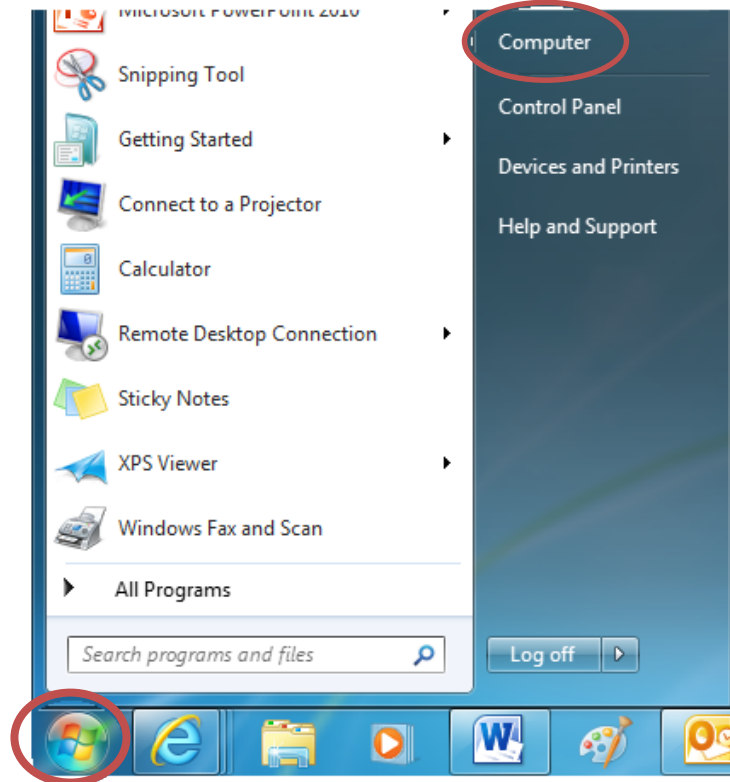


# How to Recover Documents opened via Webmail

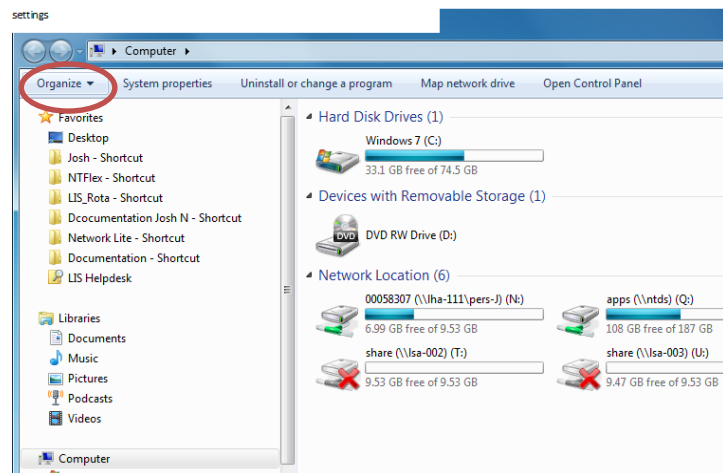
Use this guide to recover lost documents loaded from your Outlook WebApp account:

## Changing Folder Options

1. Select **Start** then **Computer**



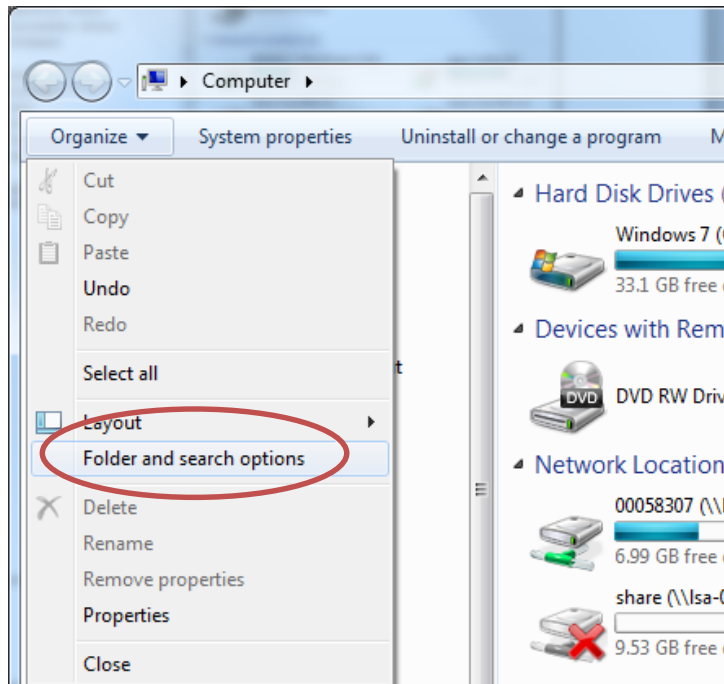
2. Select **Organise**



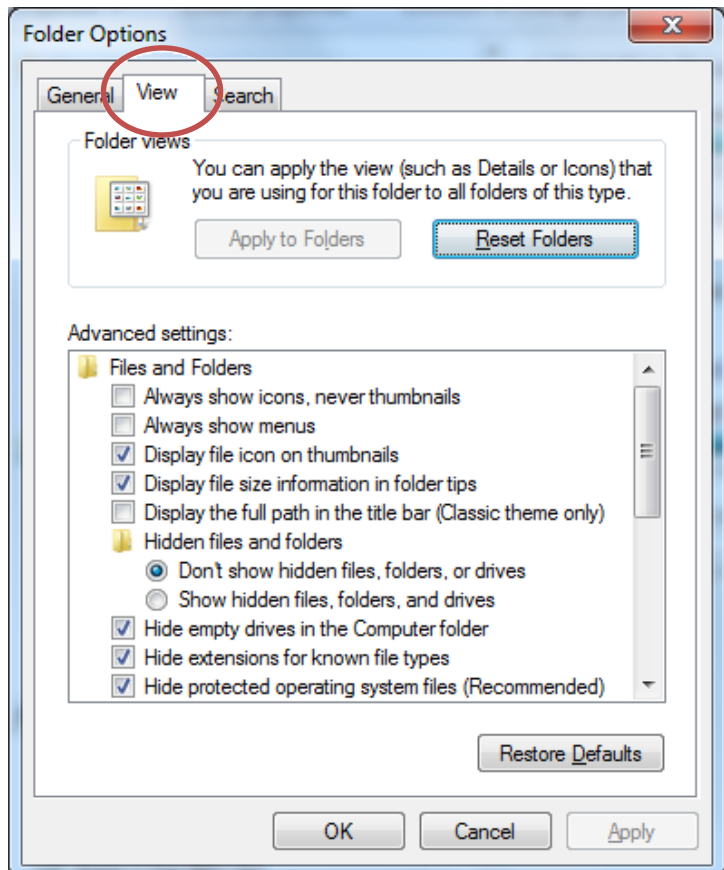


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3. Select **Folder and search options**



4. Select the **View** tab





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5. Select the following within

### Advanced Settings:

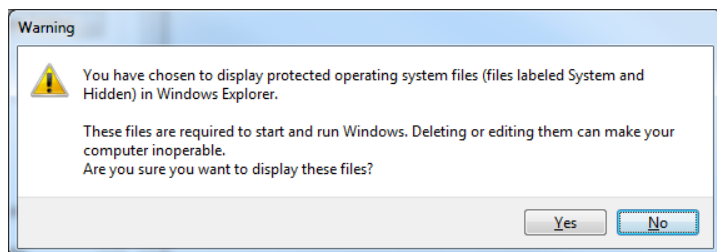
- **Show hidden files, folders, and drives:** should be **enabled**
- **Hide Protected operating system files (Recommended):** should be **un-ticked**

### Advanced settings:

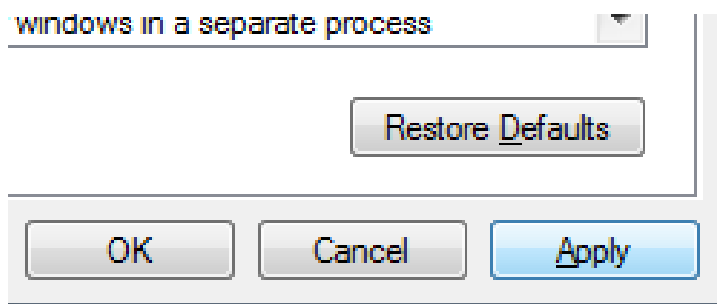
Always show icons, never thumbnails  
 Always show menus  
 Display file icon on thumbnails  
 Display file size information in folder tips  
 Display the full path in the title bar (Classic theme only)  
Hidden files and folders  
 Don't show hidden files, folders, or drives  
 Show hidden files, folders, and drives  
 Hide empty drives in the Computer folder  
 Hide extensions for known file types  
 Hide protected operating system files (Recommended)  
 Launch folder windows in a separate process

Restore Defaults

- A warning Message will appear select **Yes**



- Select **Apply**
- Select **OK**



**Please Note:** Do not close the computer window you will need it in step 6

**Please Note:** These options should be reverted after locating the files



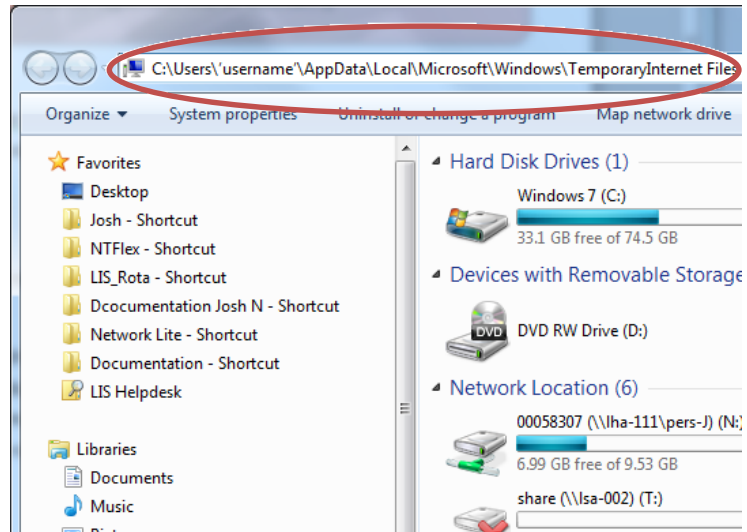
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## How to find the File

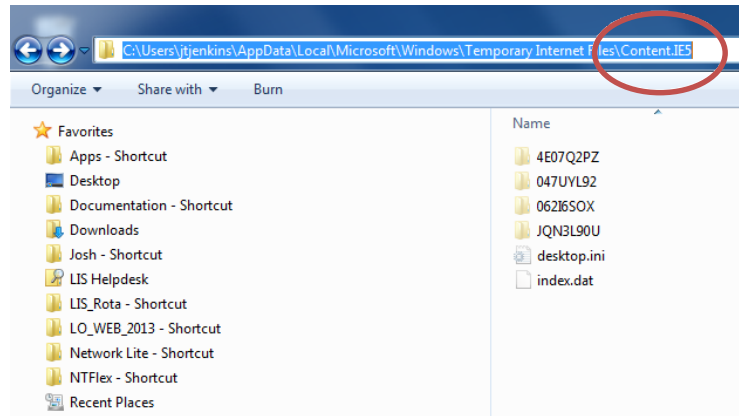
6. Enter the following path into the computer window address bar:

**C:\Users\username\AppData\Local\Microsoft\Windows\Temporary Internet Files**

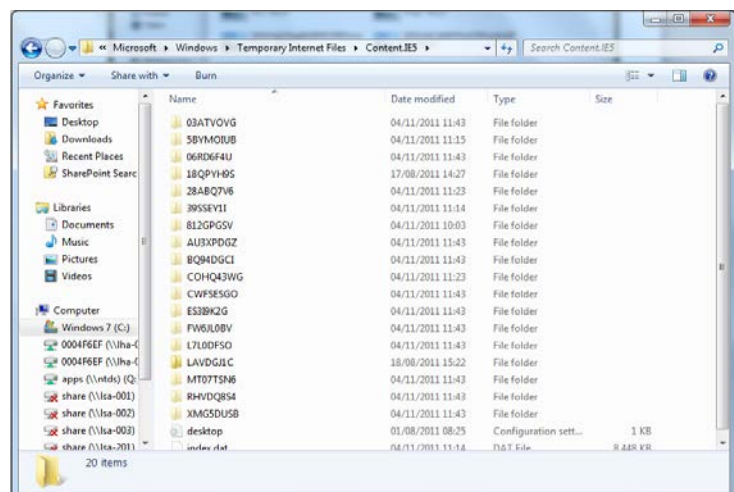
**Please Note:** Replace username with your **UCLan Username**.



7. You now need to add **\content.IE5** to the end of the path



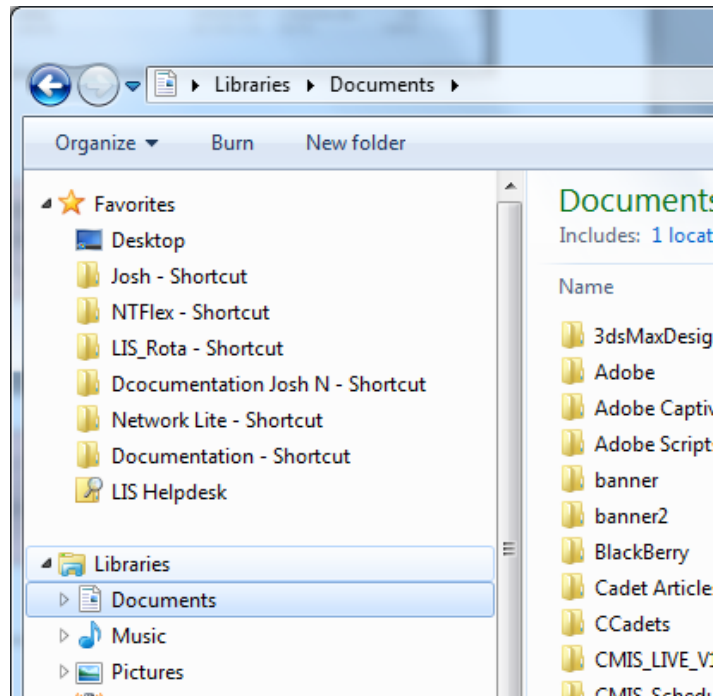
8. You should now see a window with a number of folders. The file you are looking for will be in one of these folders, you can narrow this down by checking the **Date Modified** as this should be the latest folder





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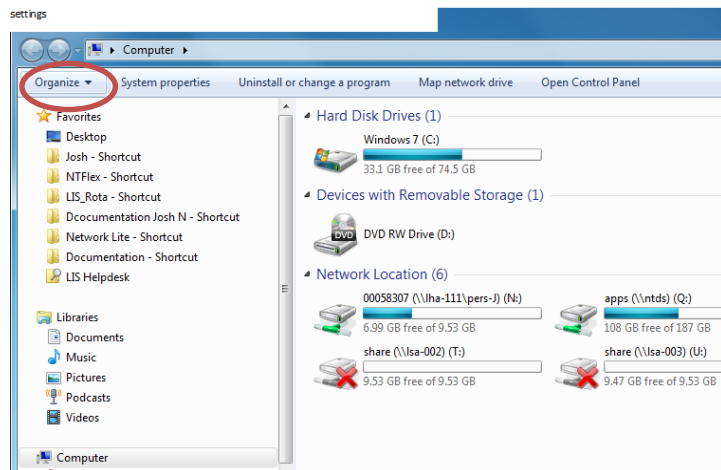
9. Once you have located your file you should be able to load it and save it to your documents folder or a folder that you have created on the N:\



**Please Note:** The setting you have changed during the recovery process should be reverted after locating and saving the files.

## How to revert the changes made

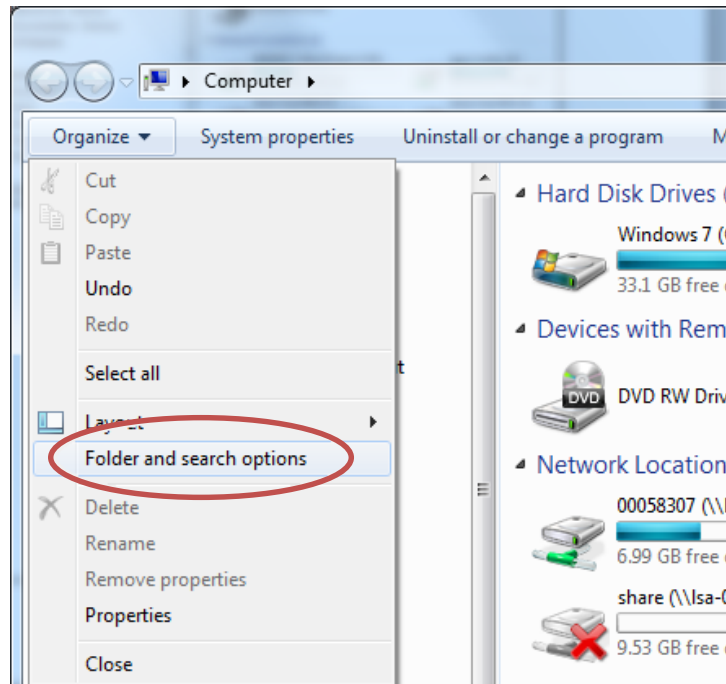
10. Select **Organise**



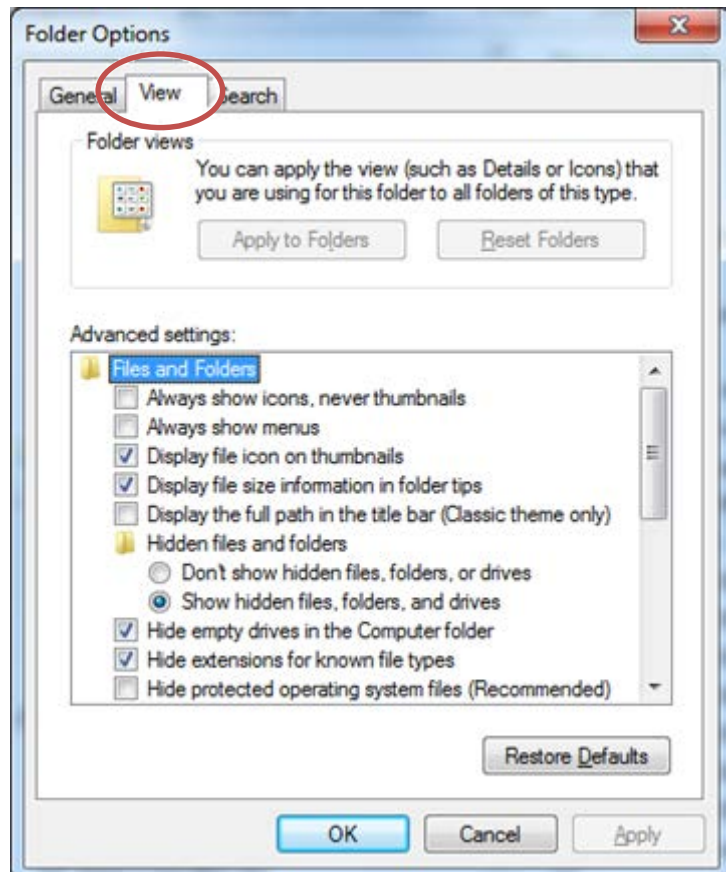


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11. Select **Folder and search options**



12. Select the **View** tab



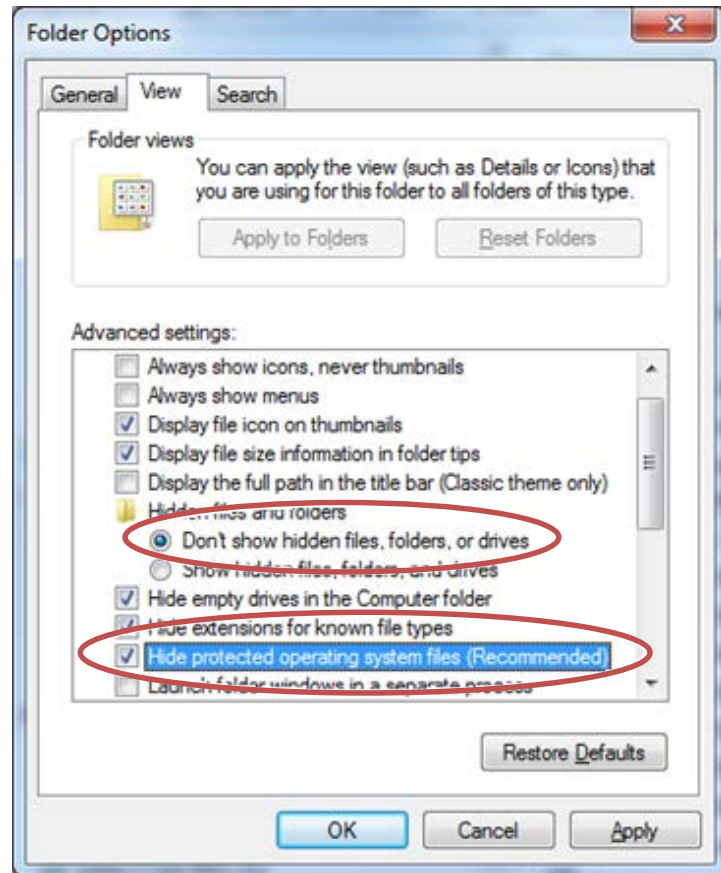




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13. Select the following settings:

- **Don't show hidden files, folders, or drives:** should be **enabled**
- **Hide Protected operating system files (Recommended):** should be **ticked**
- Select **Apply**
- Select **OK**



**Please note:** To stop this from happening in future please remember to use the **Save As** option before starting your work then again at regular intervals throughout the creation process.