

# Using data recovery

The Data Recovery page lists objects that have been deleted from your service but haven't actually been purged from the system. For example, when you change an animal's status to "Deleted," the animal's record isn't actually permanently deleted from the system. The animal information is still available on the Data Recovery page until it is purged.



## Where do I find it?

You can find the [Data Recovery](#) page by going to Services > Account Administration and clicking Data Recovery.

The following actions are available for Data Recovery with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view objects that have been deleted	All	Site Admin only
Recover (Edit Object)	Able to change the status of a deleted object to recover it	All	Permission to Edit Object

Deleted items may be purged after 30 days, at which time they will be permanently removed from the system and cannot be recovered.

You can recover deleted items by going to **Services > Account Administration > Data Recovery**. Depending on your services, the following deleted items may be available for you to review:

- Animals
- Campaigns
- Contacts
- Email Marketing Campaign Emails
- Online Forms Questions
- Submitted Forms
- Users
- Web Pages

## Popular Questions

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### Can we make the origin field or journal entries searchable? Or add an additional field in animals?

5 answers • [Ravenn Bang](#) • Jan 19, 2021

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### How to import existing animal database to RescueGroups.org?

2 answers • [Tracy Walter](#) • Jan 20, 2021

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### Is there a way to generate a report which includes the length of stay for each rescue (days in foster)?

2 answers • [Jessica Schramm](#) • Jun 23, 2014

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### How do I permanently delete an animal?

1 answer • [Ann O'Keefe](#) • Jan 08, 2021

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### Can you purge deleted animals?

1 answer • [Kelcy Charlson](#) • Aug 25, 2020

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### Comments on submitted forms on the animals profile

4 answers • [jessi](#) • Dec 11, 2020

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## Customizable Kennel Card reports

5 answers • Carolyn Paddock-Moore • Feb 28, 2014

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## How do I create a report showing length of stay?

1 answer • Jerene Wilkinson • Dec 06, 2020

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## Ability to upload medical records and link right to the relevant journal entry

1 answer • Richard Saffell [RG] • Feb 27, 2014

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## I am able to get the pictures ids from the animals endpoint, but what is the endpoint to grab the actual picture urls?

1 answer • Christy • Sep 18, 2020

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Have a question about this topic?