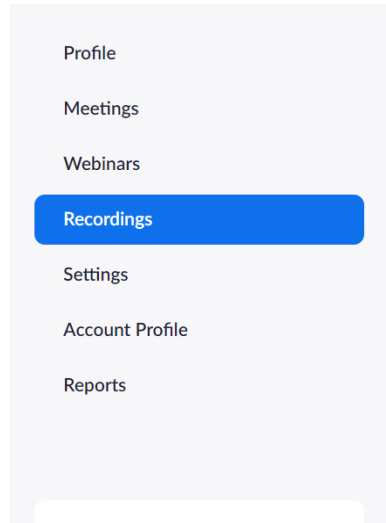


# Recovering Deleted Zoom Recording

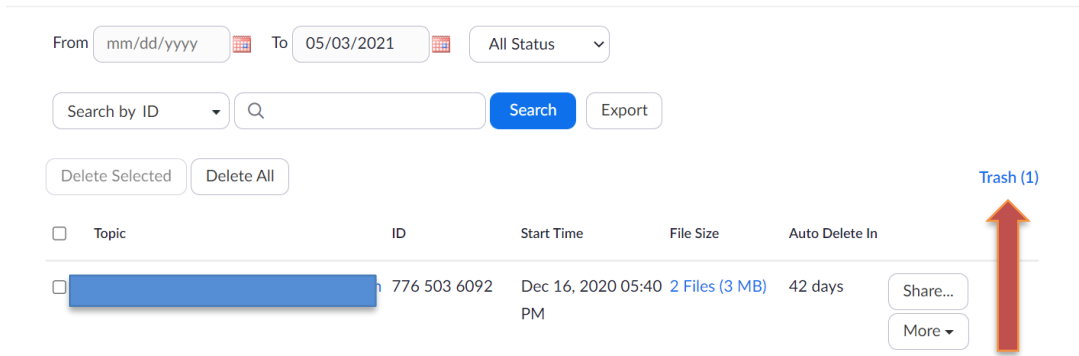
## Please find the instructions for recovering and downloading Zoom Recordings:

Downloading the recording is important, as Ryerson will not be able to store all cloud recordings indefinitely.

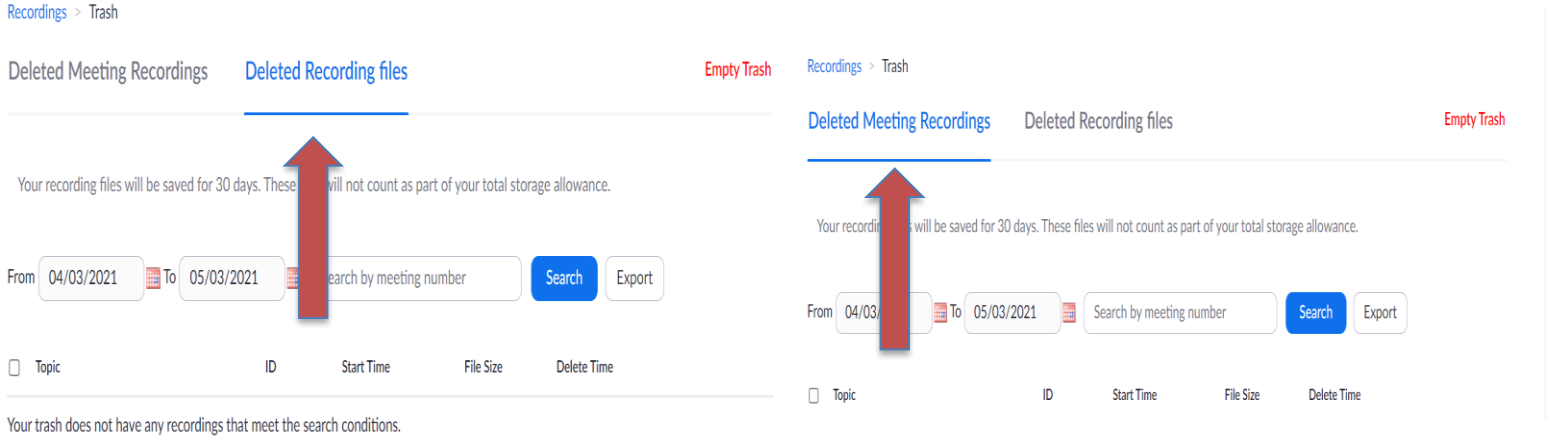
1. Login to your Zoom account and navigate to the **Recordings** tab on Left side navigation menu.



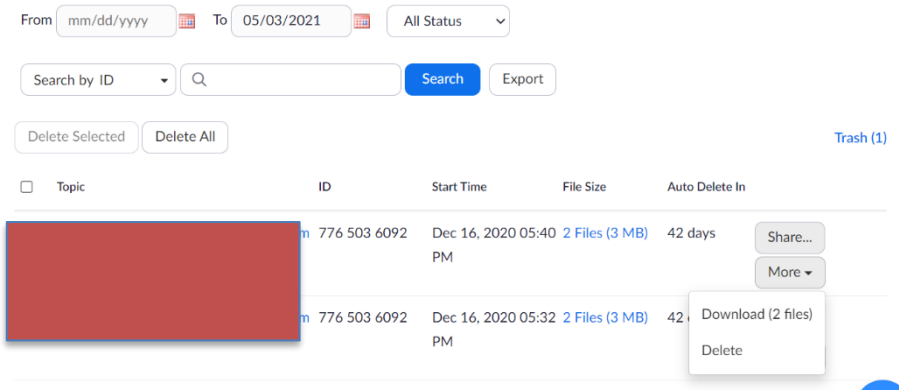
2. If there are any cloud recordings in the trash, you will see a **Trash link** in the top right. Click this link to view cloud records that have been deleted in the **last 30 days**.



- In the trash bin check both **Deleted Meeting Recordings** and **Deleted Recording Files**. To recover the recording, click the **Recover** link on the right.



- Your recording will then be available again in your recordings list.
- If you require access to a recording beyond the default six-month period, we recommend that you [download the recording](#) and then [upload the recording to Google Drive](#). **Before they are deleted**, you must download the files. We **do not recommend** storing your Zoom recordings on your device. Video files tend to be large and can slow device performance. Take advantage of the following University-funded storage solutions.



Note that items in the Zoom cloud trash folder can be recovered within 30 days following a move to the trash.

- Once recovered from the trash, Zoom allows 24 hours for the recording to be downloaded before it is automatically returned to the trash folder.
- Once a recording has been automatically moved back to the trash, it will be permanently deleted 30 days from the date it was originally moved to the trash.