Restore mails, mailbox, contacts, and calendar using the inSync Web

Overview

If your administrator has enabled web restore for you, you can restore the mailbox, calendar, and contacts from inSync Web. Restore helps you to gain access to emails in case of accidental deletion. inSync also allows you to do selective restores for emails, calendars, and contacts.

**Important:** If your administrator has configured the 'Recoverable Items' folder for backup, you can restore the deleted emails, contacts, and calendar items. This enables you to download or restore data caused by accidental or malicious deletion. The 'Recoverable Items' folder is listed just as any other folder backed up by inSync in the Restore window.

Procedure to restore emails

1. **Open the inSync Web.**
2. On the inSync Web menu bar, click **Data Sources.** Your data sources are displayed in the left pane.
3. Click the cloud app from which you want to restore.
4. Do one of the following:
   - To restore the entire mailbox, for **Mails** click **Restore** and from the **Time Period** list, select the period for which you restore the emails. If you want to restore emails for a specific period, select **Custom** from the list and then specify the date range for which you want to restore the mailbox. If you also want to restore archived emails for the selected duration, select the **Include In-Place Archive Mails** checkbox.
To restore individual mailbox folders or individual emails, click Mails and browse the mailbox and select the mailbox folders or emails that you want to restore and click Restore. Click the Email Details icon to view the email details like sender, receiver, attachments and so on.

5. Click Restore. A restore window displays the progress of the data restore. For Exchange Online, inSync creates an inSync-restore-<date stamp>-<time stamp> folder inside your mailbox and restores all emails in this folder. For Gmail, inSync creates an inSync-restore-<date stamp>-<time stamp> label inside your mailbox and restores all emails in this folder.

Procedure to restore contacts

1. Open the inSync Web.
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. Click the cloud app from which you want to restore.
4. Do one of the following:
   • To restore all contacts, for Contacts click Restore.
   • To restore a contact group or an individual contact, click Contacts and browse the contact or contact group that you want to restore and click Restore.
5. Click Restore again when the confirmation message appears. A restore window displays the progress of the data restore.
During the restore activity, for contact groups, inSync creates a separate contact group with the following naming convention: contact group name (inSync Restore date stamp-time stamp). All individual contacts are restored to their respective contact groups.

Procedure to restore calendar

1. Open the inSync Web.
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. Click the cloud app from which you want to restore.
4. Do one of the following:
   • To restore the entire calendar, for Calendar click Restore.
   • To restore an individual calendar, click Calendar and browse the calendar that you want to restore and click Restore.
5. Click Restore again when the confirmation message appears. A restore window displays the progress of the data restore.

During the restore activity, inSync creates a separate calendar with the following naming convention: calendar name (inSync Restore date stamp-time stamp).