

# I have lost a file in a cloud service, how can I retrieve it?

- [I have lost a file in OneDrive, SharePoint, or Teams application, how can I retrieve it?](#)
  - [How can I retrieve an older version of my file?](#)
  - [What if I have lost my entire team?](#)
- [I have lost a file in Google Drive, how can I retrieve it?](#)
- [Did You Encounter a Problem?](#)

## I have lost a file in OneDrive, SharePoint, or Teams application, how can I retrieve it?

Follow the instructions on Microsoft's website:

- [Restore deleted files or folders in OneDrive](#)
- [Delete and recover files in Microsoft Teams.](#)

### How can I retrieve an older version of my file?

Follow the instructions on Microsoft's website: [Restore a previous version of a file stored in OneDrive.](#)

### What if I have lost my entire team?

If you have lost your team in Teams/SharePoint and you receive an error message "File not found 404" when trying to access it, please submit a [service request following good practice guidelines](#) and include:

- Information on whether the lost team still appears in the Teams application team list.
- The complete name of the team.
- A full-screen screenshot of the error message.

## I have lost a file in Google Drive, how can I retrieve it?

Follow the instructions on the [Drive-FAQ - Vastauksia Google Driven tiedostonhallintaa koskeviin yleisiin kysymyksiin \(Only in Finnish\).](#)

## Did You Encounter a Problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
  - a. navigation menu of the site (on the left)
  - b. search machine of the wiki (right upper corner)
  - c. a general search engine, for instance [Google Search](#)
  - d. [alphabetical index](#)
  - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include [a full screen screenshot](#) of the issue in your service request.

Contact method	Contact information
<a href="#">Form</a>	<a href="https://hd.metropolia.fi">https://hd.metropolia.fi</a>
<a href="#">Email</a>	<a href="mailto:helpdesk@metropolia.fi">helpdesk@metropolia.fi</a>
<a href="#">Phone service</a>	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Olen kadottanut tiedoston pilvipalvelussa, miten saan sen takaisin?](#)