

# Recycle Bin Purge Requests

## Troubleshooting Steps For Technician:

Answer the following questions:

1. Are they getting an error when they attempt to purge their own items?
  - a. If so, what error message?
  - b. Do they have more success when attempting the purge from [beta.efilecabinet.net](https://beta.efilecabinet.net) ?
2. Are they needing to purge specific items or everything in their recycle bin?
  - a. If all items, confirm the date of the last deleted item.
  - b. If specific items, please provide the name and deleted date of the items in question, as well as the type of item they are.
3. Are any other users on the account able to complete the purge for them?

**If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:**

1. Provide answers to all of the above questions.
2. Please provide the admin email and the account ID (pulled from the Utopia Instances section of their account in the Hub).
3. Please provide email communication (or other validated form of identity and request) to confirm that they authorize the purge to take place on their behalf.
4. Confirm which user they would like the purge to display as having been completed by.

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