



How do I recover an iWAM record deleted accidentally?

You accidentally delete an individual's record from one of your StorageRooms.

The question: How do I get it back?

Recommendation: Whenever you register someone for an iWAM, be sure to record the individual's name, ID, and email address. The easiest way to do this is to email yourself a copy of the invitation issued to the individual. (See the check box at the top of the iWAM invitation template.)

If you want to recover a deleted record (you must have authorization for the CUG in which you want to place the person), do the following:

1. Login to your HR Desktop.
2. Click the "Customer environment" tab
3. Go to the section called "Person Management."
4. Go to the "Find Person" in the *Person management* area.
5. If you know the StorageRoom from which the person was deleted, enter it in the blank. If not, leave that section empty.
6. Click the "Find Person" button.
7. Type in the individual's name to locate their jobEQ ID and the email address for the person. Use this information in the following step.
8. Go to the "Copy Person" function.
9. In "Person Lookup", you have two options to do the search:
 - a. If you know the individual's jobEQ ID, enter it in the box on the right.
 - b. If you have email, first name, and/or last name, enter it/them on the right.
10. Click the "Start Search" button.
11. All the available records corresponding to your search criteria will be listed below.
12. When you find the record you are seeking (usually the message "Removed from all storagerooms" is between the CUG label and the individual's name), check the box at the left.
13. Scroll to the bottom of the page and select the storage room in which you want the record placed (dropdown menu if you have access to more than one CUG).
14. Click the "Copy" button
15. If you have authorization, the system will ask if you want to copy X to StorageRoom Y. If so, click "Yes."
16. You will get a page with a confirmation message.
17. Go to the StorageRoom to confirm that the record has been recovered.