

# I accidentally deleted a user

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Due to certain circumstances, it can happen that a user is accidentally deleted from the personnel cloud.

It is possible to reconstruct this person's master data or restore it if the deletion occurred only recently.

**In such a case, it is important that you contact our support team as soon as you become aware of this circumstance.**

Please inform them by telephone or via a support ticket about the data record to be restored, stating your name and - if still known - user name, personnel number and TA-ID (for time recording).

Restoration is possible relatively quickly and is free of charge.

**WARNUNG**

**Please note: Deletions made a long time ago are very time-consuming, costly and in some cases no longer possible.**

**In addition, TA-IDs are reassigned after some time, similar to abandoned mobile phone numbers.**

Access to creating a [support ticket](#)<sup>1</sup> can be found in the menu under the question mark in the navigation bar - next to your profile picture or name or under Administration in the menu bar, but can also be found at [personalwolke.at/Support](https://personalwolke.at/Support).<sup>2</sup>

1. </daisy/personalwolke-admin/10929-dsy.html?language=4>
2. <https://personalwolke.at/support/>