I accidentally deleted a user

Under certain circumstances, a Personalwolke user can be deleted by mistake.

It is possible to reconstruct or restore this person's master data 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.

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

Restoration is possible relatively quickly and is free of charge.

> WARNUNG
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> **Caution: Deletions that took place longer ago are very time-consuming, subject to a fee, and in some cases no longer possible.**
> **In addition, TA IDs are reassigned after some time, similar to abandoned mobile phone numbers.**

You can find the access to creating a support ticket[1] 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, and also at personalwolke.at/Support[2].

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