

# OFFICE CLOSED BEFORE YOU SAVED?

*Word, Excel and PowerPoint recovery checklist*

## REOPEN THE APP



## CHECK DOCUMENT RECOVERY



## OPEN THE LIKELY VERSION



## SAVE AS IMMEDIATELY



## VERIFY THE CONTENT



## CHECK UNSAVED FILES



## ESCALATE BEFORE CLEAN-UP

### KEY POINTS

AutoRecover is not AutoSave

Recovery is not guaranteed

Save As immediately

"Don't Save" may remove the recovery copy

Check before recreating work

#### DO NOT DELETE RECOVERY FILES

Do not delete temporary files or rebuild the profile until all recovery options have been checked.

### STEP 1 — REOPEN

- ☐ Reopen the same Office application
- ☐ Look for the Document Recovery pane
- ☐ Do not immediately close the recovery panel
- ☐ Check every version listed

### STEP 2 — IDENTIFY

- ☐ Review filenames in the recovery pane
- ☐ Review the dates and times shown
- ☐ Open the most recent likely copy
- ☐ Compare other versions before discarding

### STEP 3 — SAVE

- ☐ Select Save As immediately
- ☐ Use a clear, identifiable filename
- ☐ Choose an approved location (OneDrive, SharePoint)
- ☐ Confirm the file has saved successfully

### STEP 4 — VERIFY

- ☐ Check that the required content is present
- ☐ Check formatting
- ☐ Check formulas and calculations (Excel)
- ☐ Check images, media and links
- ☐ Check recent edits and any content added since the last save

### STEP 5 — MANUAL RECOVERY

- ☐ Open Recover Unsaved Documents, Workbooks or Presentations (File > Info > Manage Document)
- ☐ Check the configured AutoRecover file location
- ☐ Confirm correct device and user profile
- ☐ Preserve likely recovery files

### STEP 6 — CLOUD RECOVERY

- ☐ Check whether the file was in OneDrive or SharePoint
- ☐ Check AutoSave status
- ☐ Review version history
- ☐ Review recycle-bin options where the file is missing

### STEP 7 — ESCALATE

- ☐ Seek help before resetting the device
- ☐ Do not delete temporary folders
- ☐ Do not remove the user profile
- ☐ Record the affected filename, location and recovery steps

### STEP 8 — PREVENT

- ☐ Confirm AutoRecover is enabled (File > Options > Save)
- ☐ Review the recovery interval (5 or 10 minutes for most documents)
- ☐ Save new files early with a meaningful name
- ☐ Use approved OneDrive or SharePoint storage
- ☐ Confirm version history and backup are in place

# Understanding the Recovery Options

|                        | AutoRecover                      | AutoSave                      | Version History                | Backup                                  |
|------------------------|----------------------------------|-------------------------------|--------------------------------|-----------------------------------------|
| <b>Purpose</b>         | Recover unsaved work after crash | Continuously save cloud files | Restore earlier saved versions | Broader recovery after larger incidents |
| <b>Requires cloud?</b> | No                               | Yes (OneDrive/SharePoint)     | Yes (OneDrive/SharePoint)      | Separate backup service                 |
| <b>Guarantee?</b>      | No                               | Subject to connectivity       | No                             | Depends on scope                        |
| <b>Best for</b>        | Crash recovery                   | Active cloud editing          | Overwritten/changed files      | Deletion, ransomware, loss              |

## WORD

- File > Info > Manage Document > Recover Unsaved Documents
- Settings: File > Options > Save
- Check "Save AutoRecover every [x] minutes"
- Check "Keep last AutoRecovered version"

## EXCEL

- File > Info > Manage Workbook > Recover Unsaved Workbooks
- Settings: File > Options > Save
- After recovery: check formulas, links, pivot tables
- A recovered workbook should be checked, not just opened

## POWERPOINT

- File > Info > Recover Unsaved Presentations
- Settings: File > Options > Save
- After recovery: check slides, images, media and notes
- Use Save As immediately after opening a recovered file

### WARNING: Important

AutoRecover improves the chance of recovering work. It does not guarantee that every unsaved change will survive. Recovery

*AutoRecover may rescue recent unsaved work, but it does not replace AutoSave, version history or backup.*



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