

# How Do I Restore My Account From A Backup

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We may be able to immediately restore your account from a backup, should you need our technical staff to do so. Typically this is used only as a last resort, as we recommend that you store backups of your account before deciding to make any changes to your website. If you have backups on hand, you can restore your website files at any time. Typically, account restores should only be requested due to an immediate issue that needs to be addressed when you do not have an available backup. In order to do this, please follow the step by step instructions below:

1. Please submit a ticket through your CHI account first. This is done to confirm that you would like to apply the Emergency Restoration Fee to restore your account from a backup.
2. Please be advised that there is no guarantee that UK2 will have a backup of your files for longer than the past few days. We are able to review your account and the backups that are available.
3. If you are looking to restore specific files, folders or databases, include the names and locations needed by replying to your ticket.
4. If you need us to help restore files, folders or databases from a specific date (in the past few days), please include the specific date that you would like to restore from.

## Restoration Fee:

We will need to process a £25.00 + VAT emergency restoration fee before we are able to restore your account from an Emergency Backup to enable you to immediate access to your account and secure a backup using FTP.

## Available Restoration Points

Our backup servers typically keep a revolving backup of your account in a few day interval. Any information beyond 48-72 hours is deleted.

## How you can access your backup:

Once your backup is available, you can access in through your account in the .snapshot/ folder of your home directory using FTP. Accessibility is time sensitive and will only be available up to 24 hours. We will need to know if you need help restoring anything specifically.



We highly suggest taking your own backups and storing them to your computer so that you can restore your website at any time.

## Related articles

- [How Do I Cancel](#)
- [How Do I Restore My Account From A Backup](#)
- [Two Factor Authentication Security - 2FA](#)
- [How To Upgrade A Shared Hosting Package](#)
- [Optimised Wordpress Hosting](#)