



Recovering saved files from the temporary Internet Files folder on library computers

When working on a document (on a library computer) that you opened from your web-based email account (e.g. Hotmail) on Internet Explorer 9, if you simply click on **Save** (without specifying the path to the Desktop or any other folder), the file is hidden from view and is saved in the **Temporary Internet Files** folder.

Fortunately, with Windows 7, these files can be retrieved. The process entails many steps, but it is straightforward.

You must return to the same workstation on which the file was lost, **up to 3 days** after the event. Log in using your NetName. It must be **your** NetName.

1. Follow the instructions bellow to adjust your folder options to allow these hidden files to display:
 - Click on the *Windows Explorer* folder icon which is on the taskbar at the bottom of the screen (it looks like a yellow folder)
 - Click on **Organize** and select **Folder and search options**
 - Click on the **View** tab
 - SELECT "Show hidden files, folders, and drives" and UNCHECK "Hide protected operating system files (Recommended)"
 - Click **Yes** at the "You have chosen to display..." dialog box
 - Click on **OK**.

2. Now you can try to find the file you were working on:
 - Click on the Windows **Start** icon at the bottom left of the screen on the taskbar, and type the following path in the search box:

C:\Users\YourNetName\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5
 - ** BUT REPLACE **YourNetName** WITH YOUR NETNAME

Example:

C:\Users\susie\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5

 - ...and press Enter
 - You should see a list of folders with strange alphanumeric names
 - Open these folders one by one and click **OK** at the "Opening these files might be harmful..." warnings
 - You should find the file you are looking for in one of these folders
 - Open the file and immediately click on **File** and **Save As** and choose the Documents folder or the Desktop to ensure that the file is now saved in a place that is easily accessible.