

# Pantheon - Restoring a backup on Pantheon

## Complexity Level: Beginner

This is a beginner topic. Little to no advanced knowledge is required.



### Permission Level

Level 4 or Higher - [See permission level document for details](#)

## Login

To manage any part of your web site, you will have to be logged into the Drupal CMS.

If you need help logging in, please review this [login help document](#).

## Overview

If you made any critical errors, or deleted content, or just broke your site in general, this page will help you create restore a previous backup of your live site. Keep in mind that any changes made to your site since the date of your last backup WILL BE LOST.

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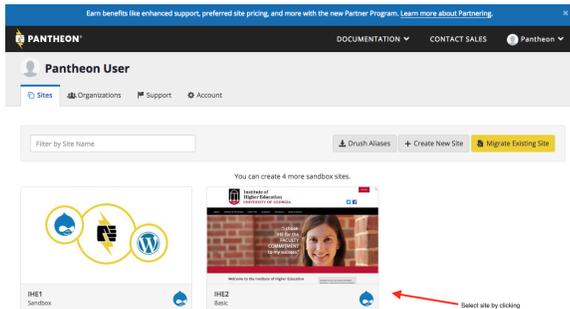
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## Step 1: Log into the Pantheon Dashboard

The dashboard is located at <https://dashboard.pantheon.io>.

## Step 2: Select the sandbox that your site is in

Select the sandbox that contains your live site. See below.



## Step 3: Open the Live Site tab and then click "backups"

First click to open the Live server environment. Don't worry you can't break anything!

## Contact the Franklin OIT Help Desk

[Submit a ticket](#)

### Help Desk

<http://helpdesk.franklin.uga.edu>

### Email

[helpdesk@franklin.uga.edu](mailto:helpdesk@franklin.uga.edu)

### Call

706-542-9900

## Hours of Operation

Monday - Friday

8:00 a.m. - 5:00 p.m.

## Website Information

### Homepage

<http://oit.franklin.uga.edu>

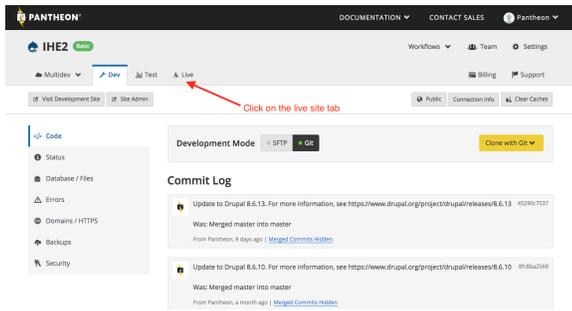
### Directory

<http://oit.franklin.uga.edu/>

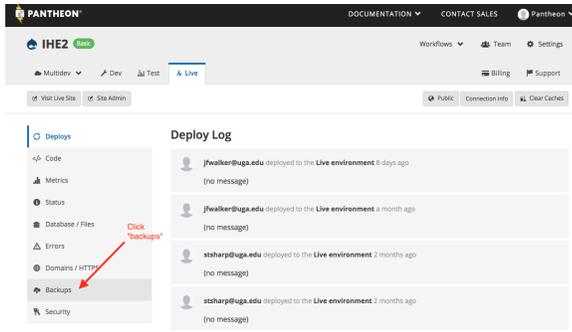
### Service Offerings

<https://kb.franklin.uga.edu/x/gKIAG>

## Systems Status Information

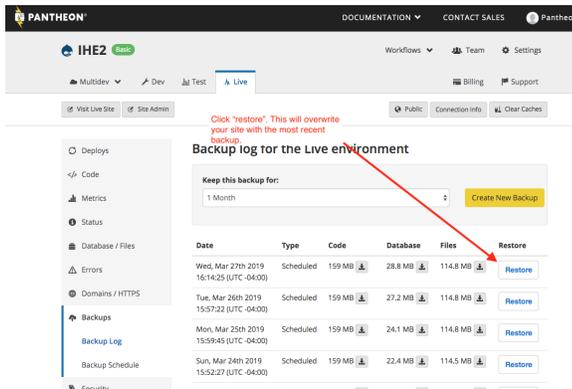


Next click "Backups"



## Step 4: Restore Backup

Click the "Restore" button next to the backup you want to restore. Keep in mind that any changes made since the date and timestamp of this backup will be lost.



## Step 5: Try again!

Now you can try your change again and see if you have more success.

### Franklin OIT Status

<http://status.franklin.uga.edu/>

<https://kb.franklin.uga.edu/x/BQB0>

### UGA/EITS Systems Status Pages

<http://status.uga.edu>

[https://twitter.com/uga\\_eits](https://twitter.com/uga_eits)

<https://www.facebook.com/uga.eits>

### USG Systems Status Page

<http://status.usg.edu>