Cloud Storage Auto-Deletion Policy Communication - 4/8/21

Starting on April 13, 2021, a 120-day auto deletion process for Zoom cloud recordings will be turned on. Starting on May 10, 2021, the 14-day auto deletion policy will go into effect.

We would like to thank you for your ongoing support in managing our Zoom recordings during the semester, however, the current total of used storage in Zoom is rapidly increasing and now sits at over 90% of our available space. In order to avoid Zoom service disruptions during the Spring semester, we will be enabling the process to automatically delete cloud recordings older than 120 days. This will avoid disruption to any recordings created for this semester, but will clean up recordings for older semesters, keeping us under our storage cap. Starting on May 10th, we will adjust this policy to reflect our previously stated 14-day deletion window.

After this change is made, you may find that your older recordings have been moved to the Trash in Zoom. Recordings will stay in the Trash for 30 days before being permanently deleted. Seven days before permanent deletion you will receive an automated message from Zoom reminding you about the pending removal of the recordings. Note that it is possible to mark recordings to not be auto-deleted, if necessary. If you do need to recover a recording from the Trash or set it to not be deleted, please follow these steps. As a reminder, all Zoom cloud recordings are automatically moved to Kaltura for later viewing and sharing, but if you do need to manually move your recordings, please see these directions.

Please contact the US:IT Technology Support Center at 800-696-4357 or via email at help@maine.edu if you have questions or need assistance with managing your Zoom recordings.

With regards,

The US:IT Zoom Support Team