11.6 Restoring an Eligible Account

Restoration depends on why access was limited and whether its restoration window is still open.

Open **Settings → Plan & Billing**. If self-service restoration is allowed, the page displays the plan, charge, payment method, and confirmation required to resume service. After successful billing verification, LightDrive re-enables the account and restores its plan quota and service access.

A policy-related restoration can require a review by Support and a separate confirmation that billing may resume. Severe policy actions and permanently deleted accounts are not self-service restoration cases.

If the sign-in page blocks access but you believe the account is eligible, contact Support from the verified recovery address and include the LightDrive ID.

Current online article: https://help.lightdrive.one/account-status-and-service-lifecycle/restoring-an-eligible-account

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