

11.8 Restoring an Eligible Account

Restoration depends on the account's lifecycle reason 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 administrator approval 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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