



USING MASS DELETE TO UNDO IMPORTS

Summary

If you or another user imported records incorrectly into Salesforce, you can use the mass delete feature to remove these records.

Undo Imports with Mass Delete

Recommendations

To remove account or contact records that were imported, we recommend that you mass delete accounts first. This will also delete all new contacts associated with those accounts. You can then mass delete the newly imported contacts not associated with a new account.

Restrictions

Consider the following when using mass delete.

- Only administrators and users with the “Modify All Data” permission can mass delete records.
- You can only mass delete contacts, accounts, leads, and solutions that were added during import. Existing records that were merely updated during import will not be deleted or cleaned up.
- Mass delete does not remove notes that were added to existing records during import.
- Undoing an import with Mass Delete is based on the creation time of the new records and the alias of the user who did the import. Because of this, Mass Delete may also find records that were created manually by that same user during the same time period.
- You can only mass delete 250 records at a time. For larger imports, you can run multiple batches for the same type of record.

Instructions

1. Find out the beginning and ending times for the import that you want to delete. To do this, find a record that was created during the import and has not been modified since that time. Get the time and date in the Created By field; for example: 1/11/2009 4:37 PM. Subtract a minute or two to get the beginning import time and add a minute or two to get the ending import time. (There is no way to get the exact times.) If the beginning and ending import times are the same (for instance, with a small import), subtract a minute from the beginning time and add a minute to the ending time.
2. From Setup, enter *Mass Delete Records* in the Quick Find box, then select **Mass Delete Records**, and then select the appropriate record type. (For account/contact imports, remember to mass delete accounts first.)
3. Enter the search criteria based on the beginning and ending import times and the alias of the user who did the import. For example:
Create Date greater than 1/11/2009 4:37 PM
Create Date less than 1/11/2009 4:39 PM
Last Update By equals jsmith
4. Click **Search**.

5. Review the matching records carefully before choosing to delete them.

All deleted records are transferred to the Recycle Bin. If you make a mistake, simply undelete the record from the Recycle Bin.