





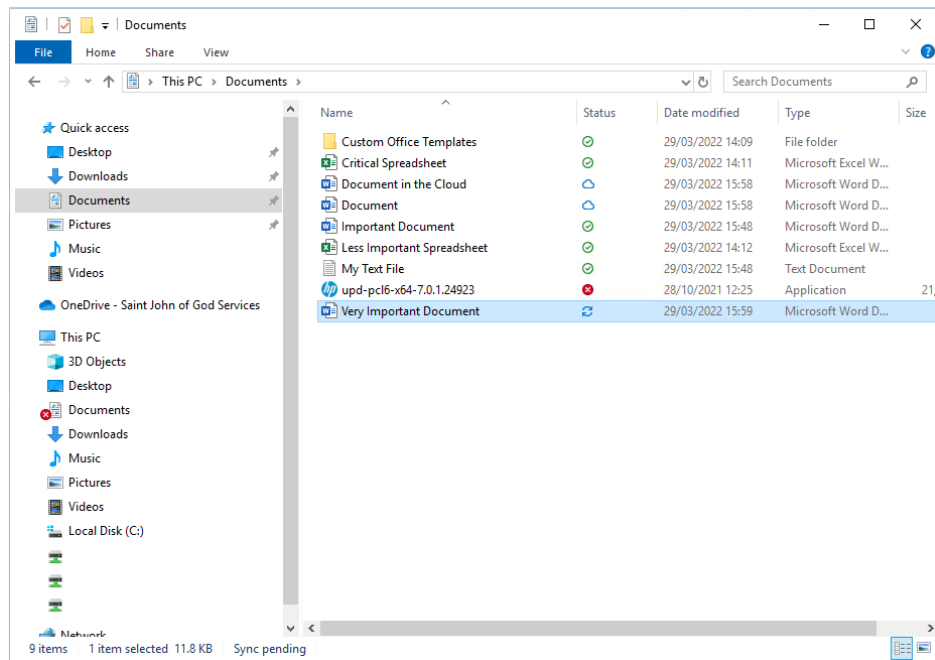
Sync Issues with OneDrive

OneDrive Overview

Once migrated to Microsoft 365, your Desktop and Documents folders are synced with your OneDrive account online. Any files saved to Documents or Desktop will automatically appear in your OneDrive when your computer next syncs. Any changes to existing documents should also be uploaded to OneDrive after a sync.

You can tell the status of files by an icon in the Status column.

| | |
|---|---|
|  | A green tick means the file has been synced and a copy of the file exists on the local computer. |
|  | Two blue circular arrows next to a file means the file has recently been edited and the changes are currently being synced to OneDrive. |
|  | The cloud icon means the file exists in OneDrive online, but no local copy exists on the computer. Opening the file will create a copy of the file locally and the status icon will change to a green tick. |
|  | The red icon indicates a sync issue. |



Sync Issues

If you see the red icon on any of your files or folders, then there is an issue with syncing to OneDrive. Certain file types are blocked from OneDrive, and this is usually the cause of any sync issues. To find out what files are causing the issue, click on the icon in the system tray. OneDrive should open and let you know what files are causing issues. Moving those files to a different folder, e.g. Downloads, will remove the sync issue and the red icon.

