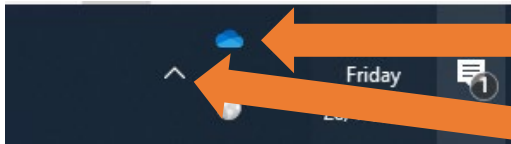


My OneDrive is not syncing to my device

If your OneDrive is not syncing to your device, please follow these instructions:

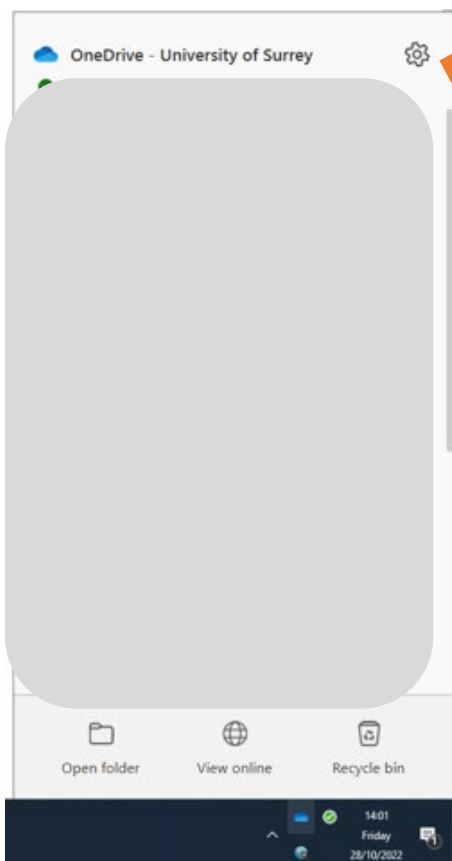
- Quit OneDrive by clicking on the OneDrive icon at the bottom right-hand side of your display screen (system tray) and re-launch OneDrive from the search magnifying glass icon on the bottom left-hand side of your display:



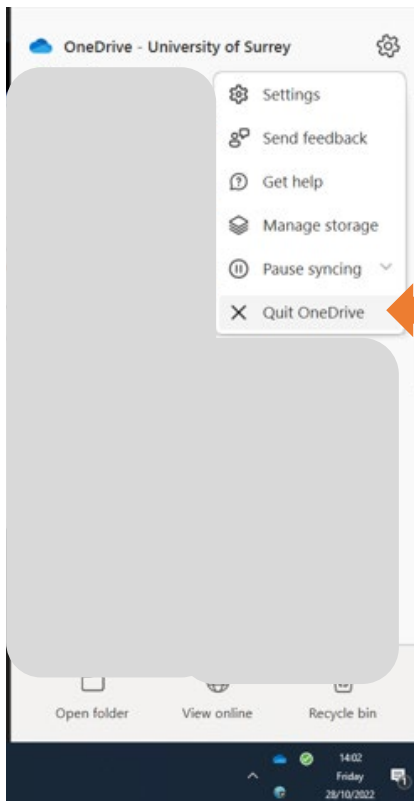
This is your OneDrive icon (there is a similar icon saying, 'cloud paging player'. Do not click on that icon).

You may need to click on this up arrow to find your OneDrive icon.

- The following window will pop up:



Click on the 'Settings' icon



Select 'Quit OneDrive'

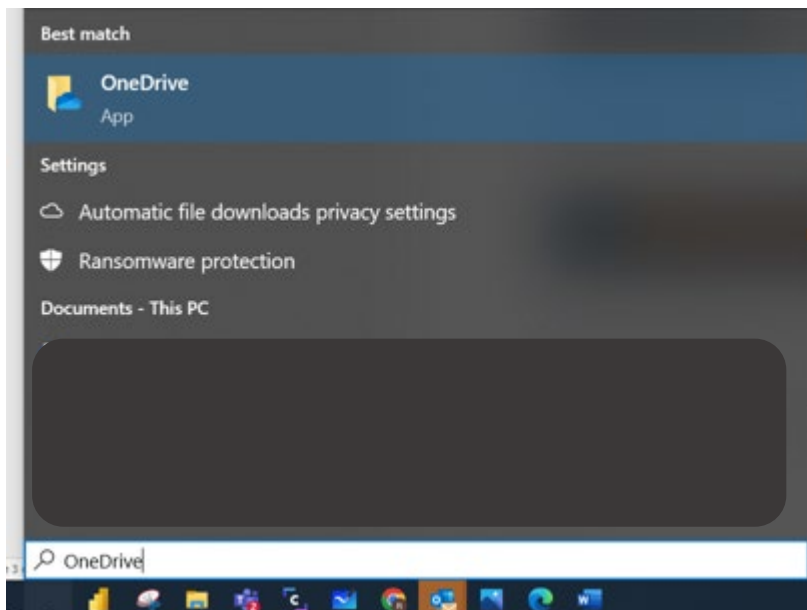
- The OneDrive icon will disappear from your systems tray.

Now re-launch OneDrive.

- To do this, click on the magnifying glass at the bottom left-hand side of your display.



- Type in 'OneDrive' and press 'enter'.



- Your OneDrive icon will re-appear in systems tray.
- With your mouse, hover over the OneDrive icon in your systems tray (not the cloudpaging cloud icon.)
- A popup message will say '....online'. This means your OneDrive is syncing correctly with your device.

If you still have error messages, please do the following:

If the quit/re-launch process doesn't fix the issue, please reset OneDrive as follows:

If your device ID starts UWS6:

- Copy this command by highlighting it and pressing Ctrl and the letter c together, on your keyboard.

C:\Program Files\Microsoft OneDrive\onedrive.exe /reset

If your device ID starts UWSA:

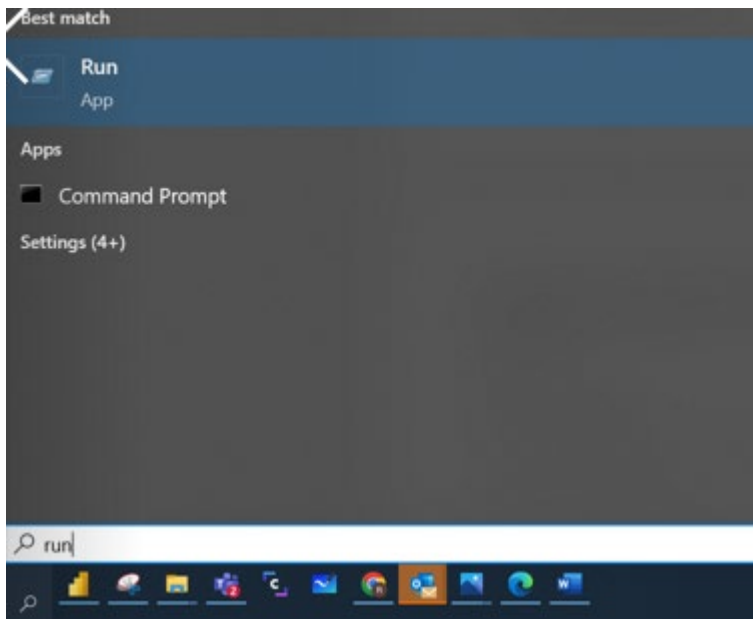
- In the command below add your username, then copy it by highlighting the whole command and pressing Ctrl and the letter c together, on your keyboard.

*C:\Users**<your username>**\AppData\Local\Microsoft\OneDrive\OneDrive.exe /reset*

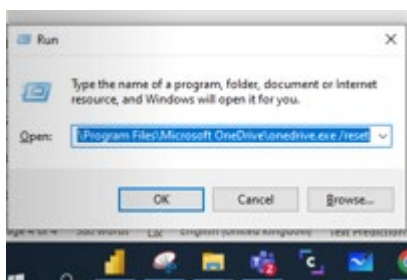
- Click on the magnifying glass at the bottom left-hand side of your display.



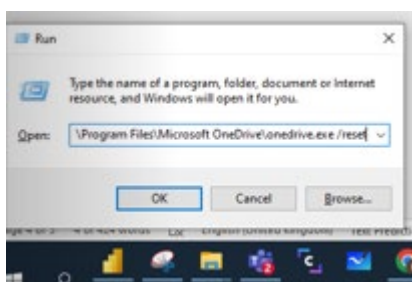
- Type 'run' and press 'enter'



- When you press 'enter', this box will pop up.



- Delete any text in that box and paste in the command you copied earlier. To paste in the command, press 'Ctrl' and the letter 'v' together.



- Press 'OK'.
- A systems tray message will appear saying 'we are resetting' OneDrive.
- Your OneDrive icon will re-appear in your systems tray.
- With your mouse, hover over the OneDrive icon in your systems tray (not the cloudpaging cloud icon).
- A popup message will say '....online'. This means your OneDrive is syncing correctly with your device.