Connect+Learn: A beginner's guide to OneDrive

What is OneDrive?

OneDrive is a Microsoft cloud storage service. It lets you securely store your personal files in one place, easily share them with your colleagues and access them from any device. With OneDrive, you no longer need to email documents to yourself or save them to a USB key because your files are accessible anywhere. You can store and share up to 1 TB and over 300 different file types with OneDrive.

When to use OneDrive

OneDrive is your personal storage space. You should use it to store your personal work documents, but it should not be used for long-term project collaboration – if you leave the University, your OneDrive files and folders leave too.

What's in my OneDrive?

- Your OneDrive could contain files from any of the following:
  - Email attachments that you shared or were shared with you via OneDrive.
  - Computer files or folders that you have uploaded or synced to OneDrive.
  - Online Word, PowerPoint and/or Excel files that you have created.
  - Files you have shared or that have been shared with you in Teams chats or meetings.

How to access OneDrive

You can access the OneDrive application in two ways.

1. **Access OneDrive online.** Go to mail.utoronto.ca and click the waffle in the top left-hand corner. Select OneDrive.
2. **Use the OneDrive desktop application.** To download it, go to mail.utoronto.ca and click the waffle in the top left-hand corner. Select OneDrive. Scroll down to the bottom of the menu on the left side of the screen and select Get the OneDrive apps.

Navigating OneDrive online

    i. **My files:** All the files you have uploaded to OneDrive.
1. New: Create a new file or folder.
2. Upload: Add a file or folder from your computer to OneDrive.
3. Sync: Sync files or folders that are linked to your computer and OneDrive.
4. Sort: Choose how you would like your files to be arranged.
5. Switch view options: View your files in list or tile form.
6. View recent activity: Great if you need to access a file you just worked on.
7. Sharing: Use this to determine whether a file or folder is shared or private. You can click on the Shared or Private text to edit the file or folder's sharing options. Click Advanced to see the specific users who already have access and to edit share settings in detail.

    ii. **Recent:** Files or folders you have recently accessed.

iii. **Shared:** Files or folders that have been shared with you. Note that date shared and activity are often different.
iv. **Recycle bin:** Items that you have deleted, or shared items that have been deleted by others. From here you can Delete or Restore.
v. **Share libraries:** These are all the shared libraries you have access to. You will probably see a combination of SharePoint sites and Teams.
vi. When you hover over a specific file, you can select the icon with three vertical dots. This will display a menu that gives you following options:
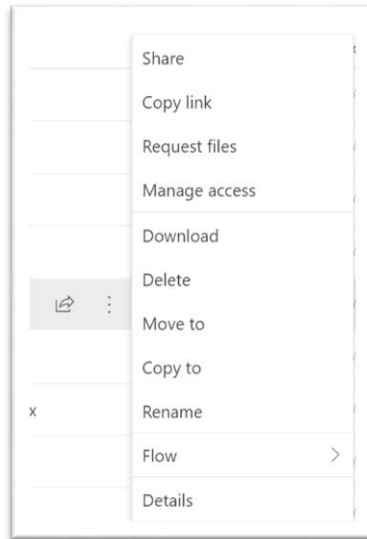
Uploading files to OneDrive online
To add new files from your computer to OneDrive online.

- Click **Upload** and select whether you would like to upload **Files** or a **Folder**.
- Select the items that you would like to add and click **Upload**. The files will now be housed in your OneDrive.

Using OneDrive from your computer
From your computer, you can access your OneDrive through your File Finder or through the OneDrive application.

Syncing files to OneDrive with the desktop application
If you have the OneDrive application downloaded to your computer, you can also use Sync to ensure that any files edited on OneDrive are also edited on your computer automatically. Windows 10 computers should automatically have the OneDrive application. To sync OneDrive files:

i. Select **Start**, type OneDrive, and then select **OneDrive**.
ii. Log in with your University of Toronto account.
iii. Your OneDrive files will start syncing to your computer.
iv. Once you're synced, you'll see your files in **File Explorer**. On a Mac, your files will appear under OneDrive in the **Mac Finder**.

v. You can copy or move files from your computer to OneDrive right from your file system. From here, you can:
- Click and drag computer files and folders to the OneDrive tab.
- For example, you can move your desktop folder so that it is also under OneDrive.

Navigating the OneDrive on your desktop

The OneDrive desktop application can be used to synchronize files between your computer and OneDrive

i. **Default view**: The main view shows your recently edited files.
ii. **Open folder**: Select **Open folder** to view OneDrive in your File Finder.
iii. **View online**: Select **View online** to open OneDrive online.
iv. **More**: Select the **More** tab to view additional options. Pay attention to:
1. Settings: Explore settings to optimize your OneDrive options.
2. Pause syncing: You can use this to pause syncing, but not that changes to files in one location will not be reflected in the other location until syncing is unpaused.
3. Close OneDrive: If you select this item, OneDrive will not sync in the background.

Using OneDrive with email

Email attachments

You can send, receive and edit email attachments in Outlook via OneDrive.

- Send: When you go to attach a file, you can:
  - o Browse your computer and attach the file, and then upload it to OneDrive.
  - o Browse your cloud files and attach a OneDrive file that way.
- Receive and edit:
  - o When a colleague sends a OneDrive email attachment to you via OneDrive, you can collaborate with the sender and other people who were sent the document in real time. You can either do this by editing the document directly in your Outlook window or by opening the document in OneDrive.
- **Note:** If you attached a file from your computer and do not upload it to OneDrive, everyone you email will get their own individual copy and you will not be able to edit collaboratively.
- **Tip:** You don't have to go through your inbox to keep track of all the OneDrive attachments you are collaboratively working on. Simply go to OneDrive via the web and open the Attachments folder.

Troubleshooting

The items below are common issues that you might run into when using OneDrive.

1. My OneDrive desktop app won't sync/connect.
- Make sure you log in to the app using your UTORid and password
- Check to make sure that your OneDrive syncing isn't paused.
- Make sure that the file names/file types you have added to OneDrive are supported.

i. None of the files you want to sync can be larger than 20 GB. If you see an error message such as "This file is too big to upload" or "Reduce the size of this file to upload to..." try reducing the size of a file by zipping it.

ii. Make sure the entire file path, including the file name, contains fewer than 400 characters. An example of a file path is:
C:\Users\<UserName>\Pictures\Saved\2017\December\Holiday\NewYears\Family…

iii. Make sure that your file doesn't contain any illegal or characters (such as <, >, :, ", |, ?, *, /, \) or that the folder includes any unsupported file types. Learn more about Restrictions and limitations when you sync files and folders.

2. Shared Files have disappeared from my OneDrive

- When you share a file with someone and grant them permission to edit, they have the ability to move that file to a different location.
- If you have shared a file and notice it is no longer in the location you originally placed it, check your Recycle bin. If the file has been moved to a different location, it will actually move a copy and place the original file in your Recycle bin.

Get help

To get help with OneDrive, log a ticket in the IT Service Centre:

- Go to **Get Help**. Select **End User Computing** --> **Microsoft Office 365 Applications** --> **OneDrive.**

Resources

The following resources provide useful overviews for OneDrive beginners:

- https://easi.its.utoronto.ca/shared-services/office365/onedrive/
- Knowledge Base (IT Service Centre)
- Information Commons Help Desk FAQs
- OneDrive Training (SuccessFactors)
- OneDrive Training (LinkedIn Learning)