
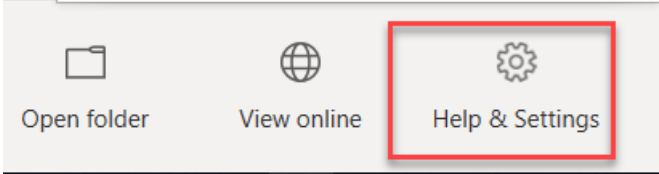
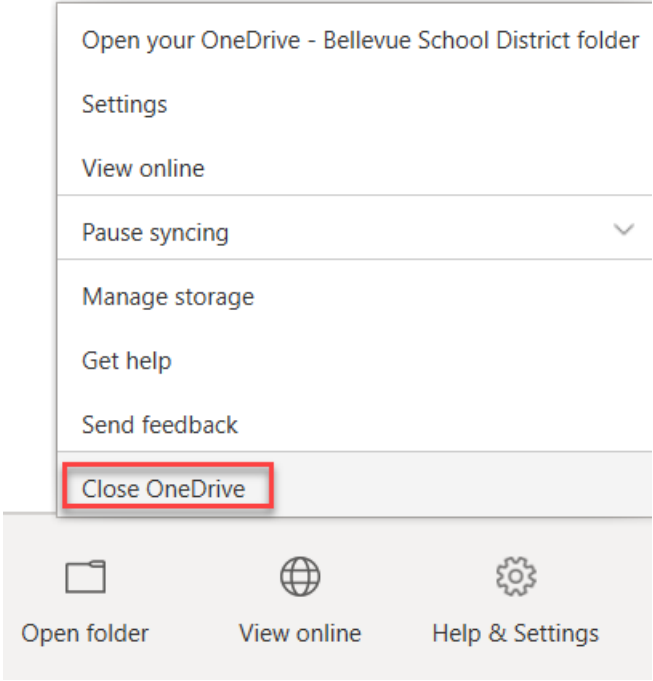

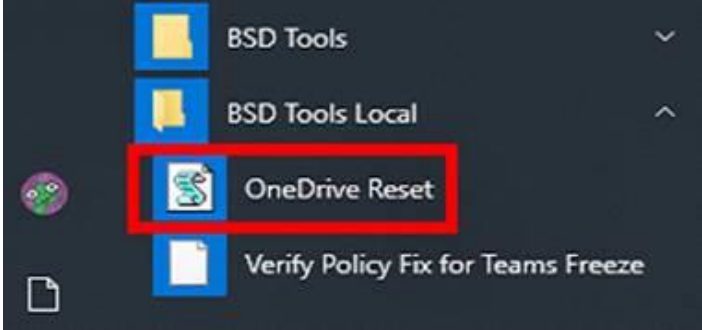
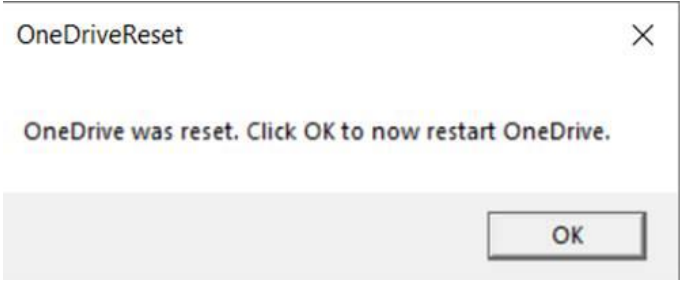


Steps to Fix OneDrive Issues

Students and Staff are experiencing issues where OneDrive is crashing, not syncing, or files cannot be accessed after Microsoft rolls out a OneDrive auto update. For some, OneDrive has auto updated without issues. But for some, it is creating problems. Below are steps that may resolve your OneDrive issue.

<p>Sign-out and sign-in to OneDrive</p>	<p>a. Right Click on the Blue Cloud icon  in the bottom right corner of your taskbar.</p> <p><i>If the blue OneDrive cloud icon is not in your taskbar then install the OneDrive Reset Tool from Software Center</i></p> <p>b. Click Help & Settings</p>  <p>c. Click Close OneDrive</p> 
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	<p>d. Then Sign back into One Drive by going to the Start Menu and search for OneDrive.</p> <p>If the above steps do not resolve your issue, please install the OneDrive Reset Tool from Software Center.</p>
<p>OneDrive Reset Tool</p>	<p>a. Install the OneDrive Reset Tool from Software Center</p>  <p>b. After it is installed, OneDrive Reset will show up under BSD Tools Local.</p>  <p>c. After running the tool, a short a message will display that OneDrive was reset, and it will be restarted. Click OK</p>  <p>d. About 2 seconds after clicking OK, OneDrive should appear in the taskbar again and will probably have a "processing" symbol on the icon. There may still be errors with some files until the processing has completed. OneDrive will indicate "Up to date" when you rollover.</p>

