

OneDrive Quick Guide

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Purpose

This training material highlights how to.

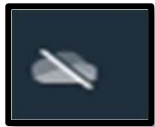
Audience

University of Memphis faculty, staff, or students that will be.

OneDrive Quick Guide

How can I ensure my data is backed up with Microsoft OneDrive?

Follow these steps to see if you are signed into OneDrive on your MAC or PC. If you see this cloud icon in the bottom right of your screen by the clock.



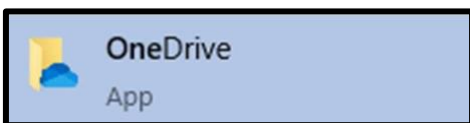
= Not Signed in



= Signed in

How to Sign In:

1. Start by clicking the grey cloud icon in your system tray by the clock. If you don't see it, you may need to click the ^ icon to display more icons.

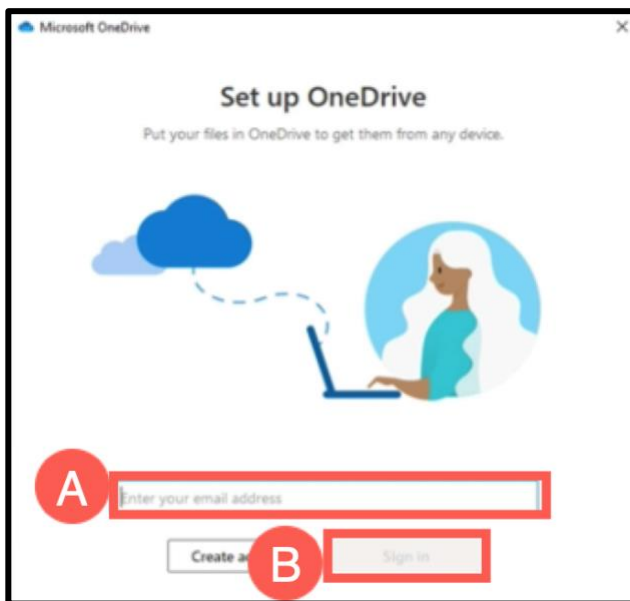


Note: If you do not see a cloud icon, open your Windows menu and type “OneDrive”. You should see the OneDrive app show at the top of the menu, as shown below. Click on it to open. If you do not see this in your Windows menu and if there is no cloud icon in the bottom right of your screen, [please contact your LSP for assistance](#).

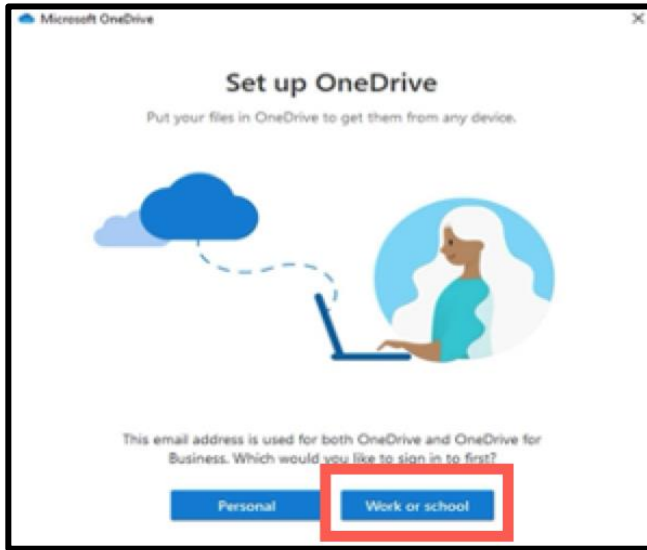
2. After clicking on the OneDrive icon, you should see the following window. Click the blue “Sign in” button.



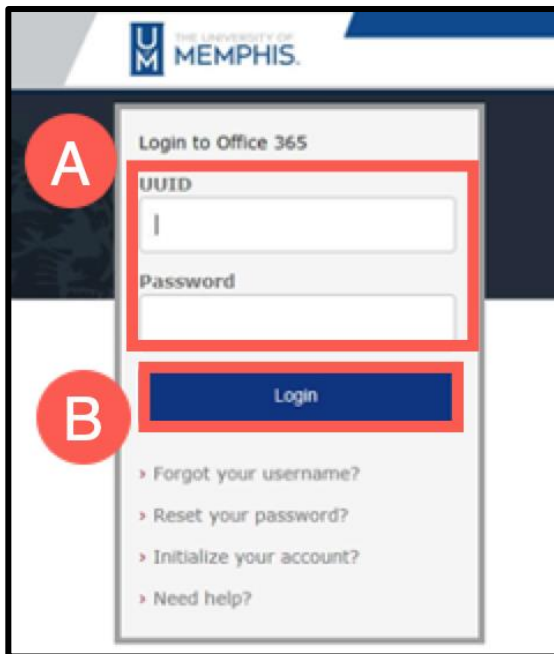
3. You will then see another window that asks for you to A.) Enter your email address. Please type your UoM email address and B.) Click Sign in.



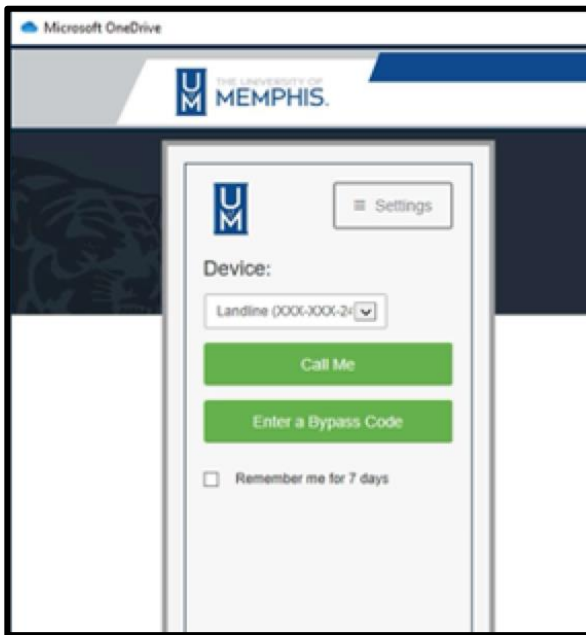
4. You might see a window asking you which account you would like to sign into Personal, or Work or school. Make sure to click the **Work or School** button.



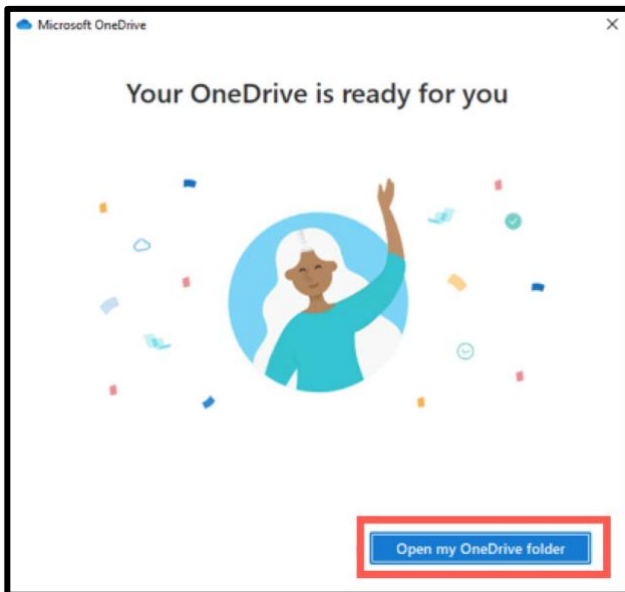
5. You will then be taken to the U of M's sign in page. **A.)** Please sign in with your UUID and password. **B.)** Click Login. You will then be prompted to complete two factor authentications through Duo. Make sure to have your smartphone or key fob nearby to complete this.



6. Authenticate with DUO.



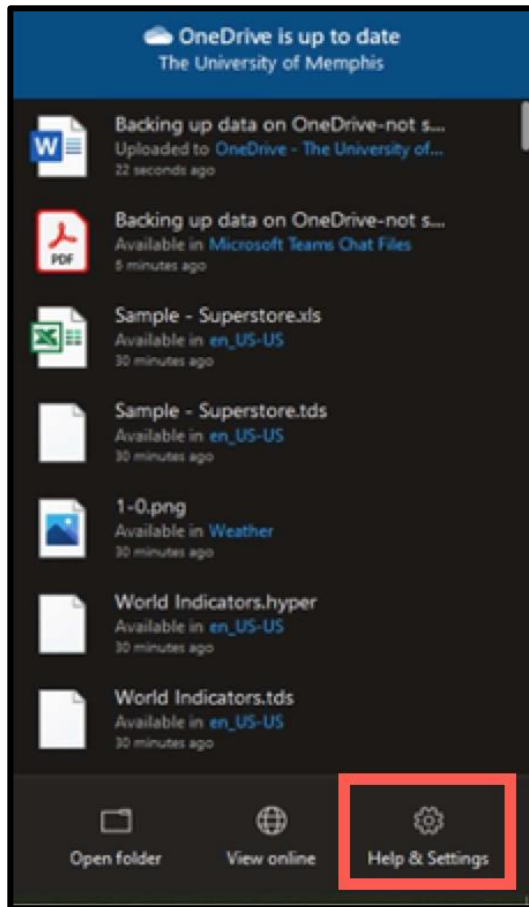
7. After completing Duo authentication, you should see a screen that shows you where your OneDrive folder is located. Click the blue Next button. You should then see a message that says Your OneDrive is ready for you. Click the blue button that says Open my OneDrive Folder.



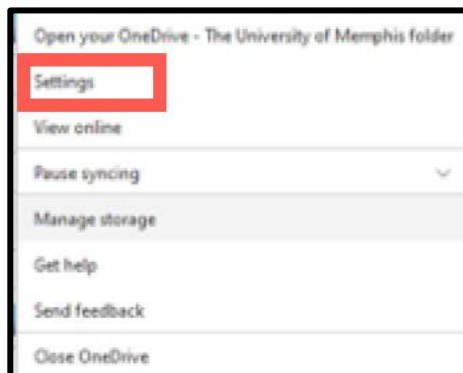
8. A new window will appear that shows files and folders inside your OneDrive. If you have used OneDrive before, you might see documents and/or folders here. If this is the first time you are using it, the folder will be empty.

Once you are signed in:

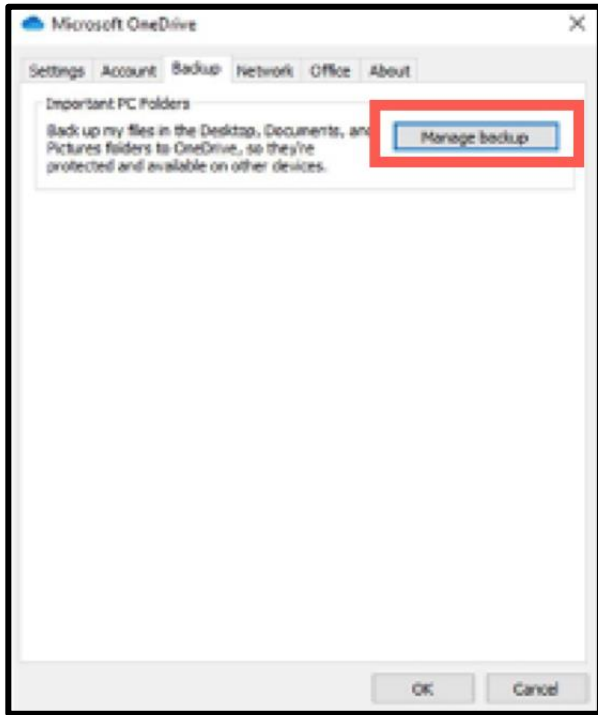
1. Click on the blue cloud icon in the bottom right of your screen, by the clock. You will see the menu below. Click on the **Help & Settings** button in the bottom right.



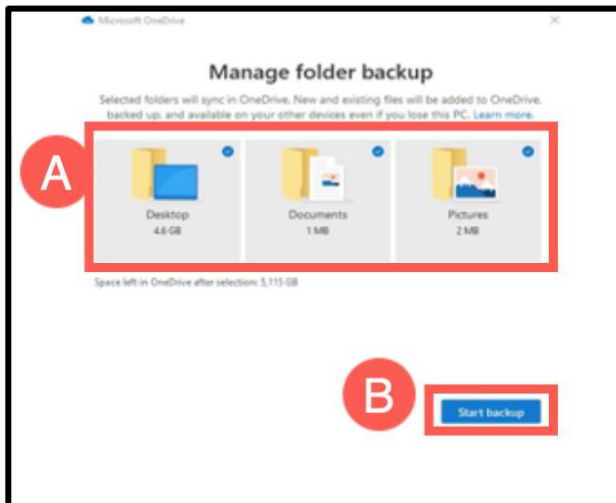
2. You will see the menu below. Click the “Settings” option.



3. You should now see the window below. Make sure to select the “Backup” tab at the top. Now, click **Manage Backup**.



4. You will now see the window below. A.) Make sure that there is a blue checkmark inside each of the 3 boxes (desktop, documents, and pictures). If you do not see a blue checkmark inside of one or more selections, click inside that box to select it. B.) Now, click the blue “Start backup” button.



5. You have now backed up your **Desktop**, **Documents**, and **Pictures** folders to OneDrive.

Web Client Access:

In addition to the Pre-loaded Microsoft Application. OneDrive is also available via the internet in a web browser and can accept drop and drag actions. For additional information on this functionality. See the following documentation on our UmTech website.

<https://www.memphis.edu/umtech/solutions/docs/onedrive.pdf>

If you have any questions or issues with accessing Microsoft OneDrive or have questions about the state of your data, contact [your Local Support Provider](#) for a consultation.

Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)