



OneDrive Quick Guide

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Purpose

This training material highlights how to use OneDrive.

Note: *This does not include OneDrive, which is not affiliated with the University of Memphis or your personal OneDrive account.*

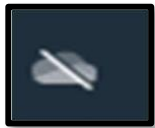
Audience

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

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 on your screen.



= Not Signed in



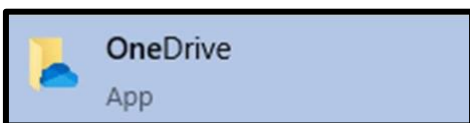
= Signed in on PC



= Signed in on MAC OS

How to Sign In:

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



Note: If you do not see a cloud icon, open your Windows menu and type "OneDrive." The OneDrive app should appear 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 there is no cloud icon at the bottom right of your screen, [please contact your LSP for assistance](#).

2. You should see the following window After clicking on the OneDrive icon. Click the blue "Sign in" button.

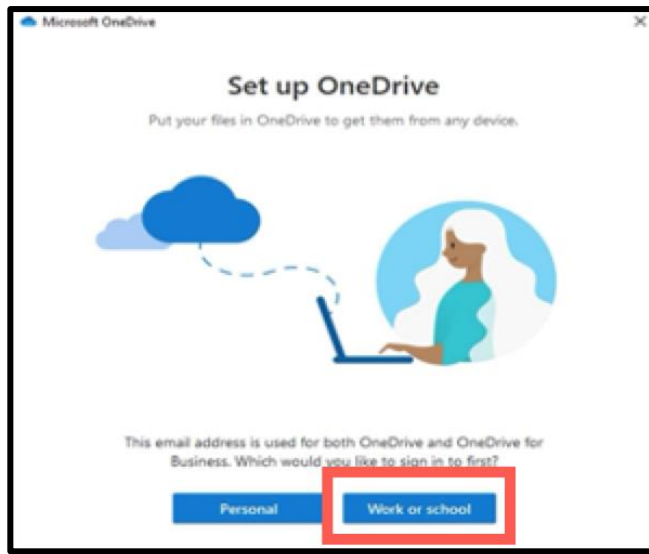


3. You will see another window asking you to **A)** Enter your email address. Please type your UoM email address and **B)** Click Sign in.

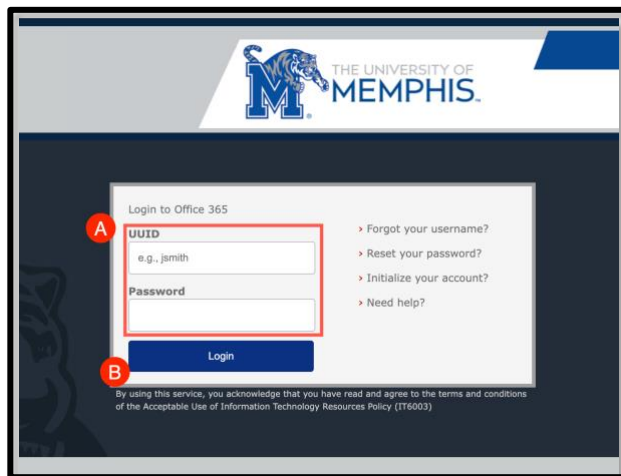


4. You might see a window asking you which account you would like to sign into: Personal, Work, or school. Make sure to click the **Work or School**

button.



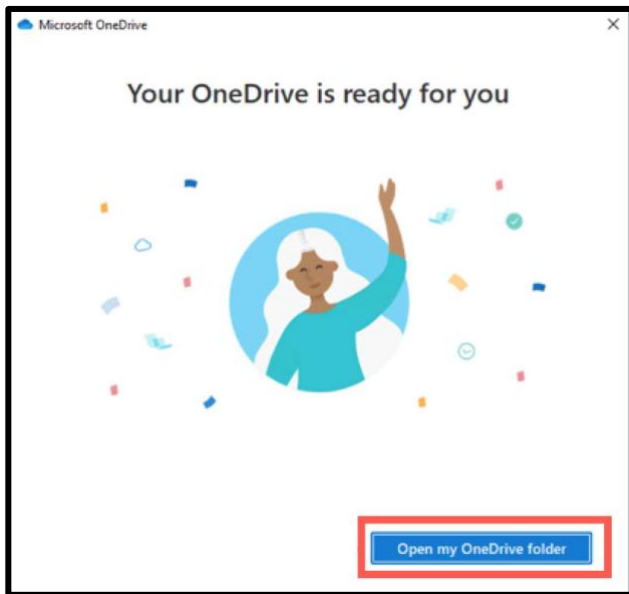
5. You will then be taken to the UofM's SSO sign-in page. **A)** Please sign in with your UUID and password. **B)** Click Login. You will then be prompted to complete two-factor authentication through Duo. Make sure to have your smartphone or key fob nearby to complete this.



6. Authenticate with DUO.



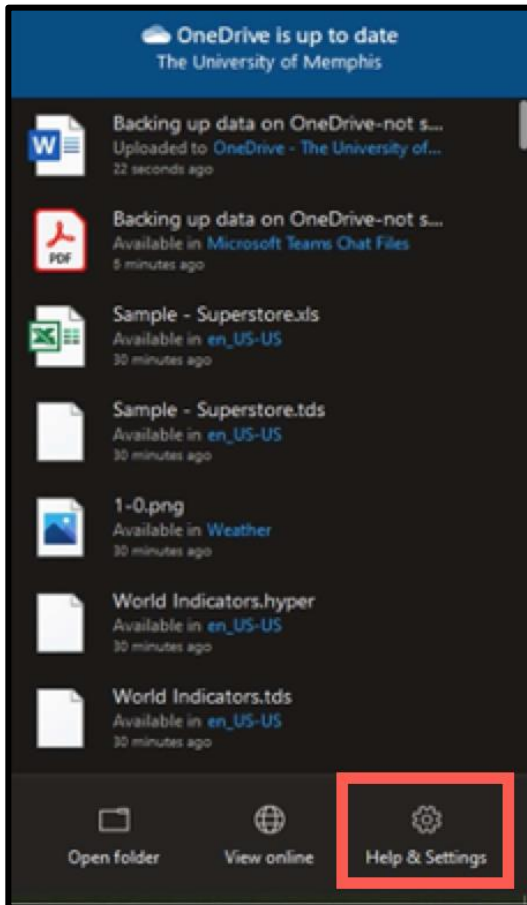
7. After completing Duo authentication, you should see a screen showing where your OneDrive folder is located. Click the blue Next button. You should then see a message saying Your OneDrive is ready for you. Click the blue button that says, **“Open my OneDrive Folder.”**



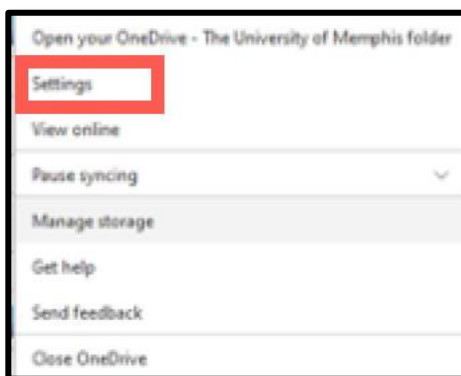
8. A new window showing files and folders inside your OneDrive will appear. If you have used OneDrive before, you might see documents or folders here. If this is the first time you are using it, the folder will be empty.

Once you are signed in:

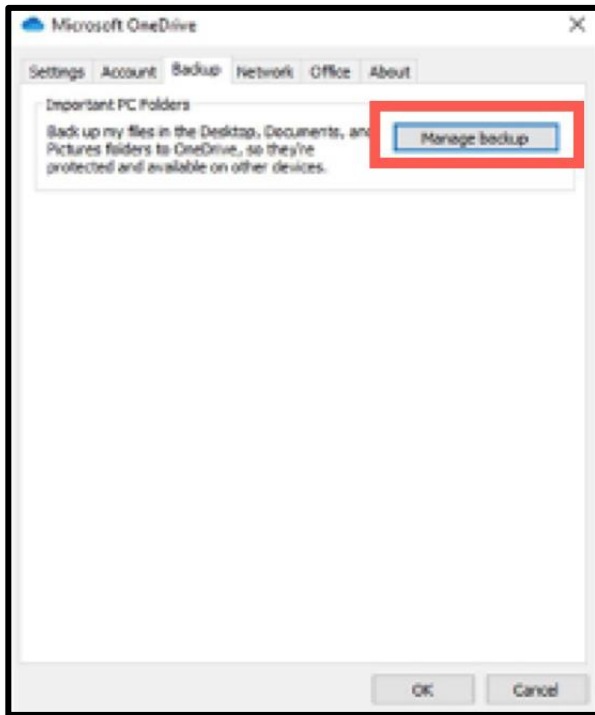
1. Click on the blue cloud icon. The menu will appear below. Click on the **Help & Settings** button at the bottom right.



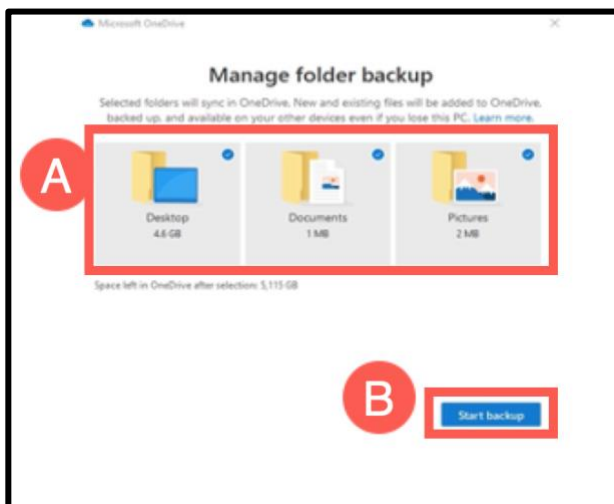
2. You will see the menu below. Click the **"Settings"** option.



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)** Ensure a blue checkmark is inside each box (desktop, documents, and pictures). If you do not see a blue checkmark in 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 accessing Microsoft OneDrive or your data's state, contact [your Local Support Provider](#) for a consultation.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

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