



## **OneDrive for Business**

**Re-syncing the OneDrive for Business app**

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## Re-syncing the OneDrive for Business App

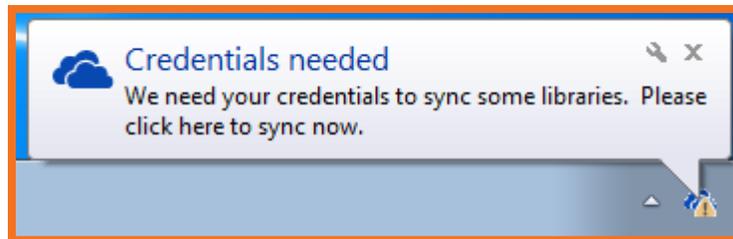
### User Instructions

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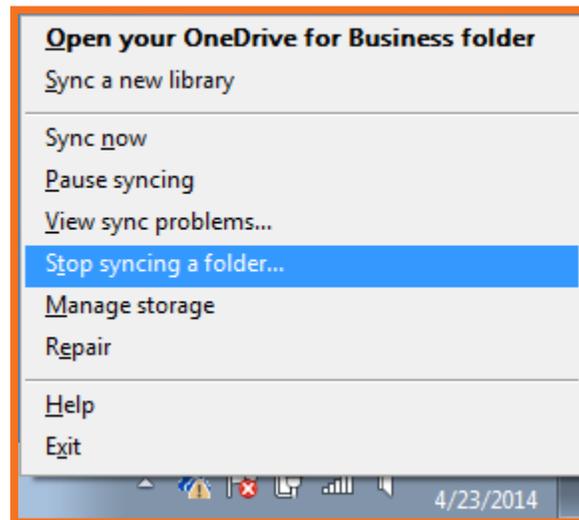
If your University Email Alias was recently changed you may receive a message that OneDrive is not syncing anymore. To sync the library again take following steps.

#### Domain Computer –

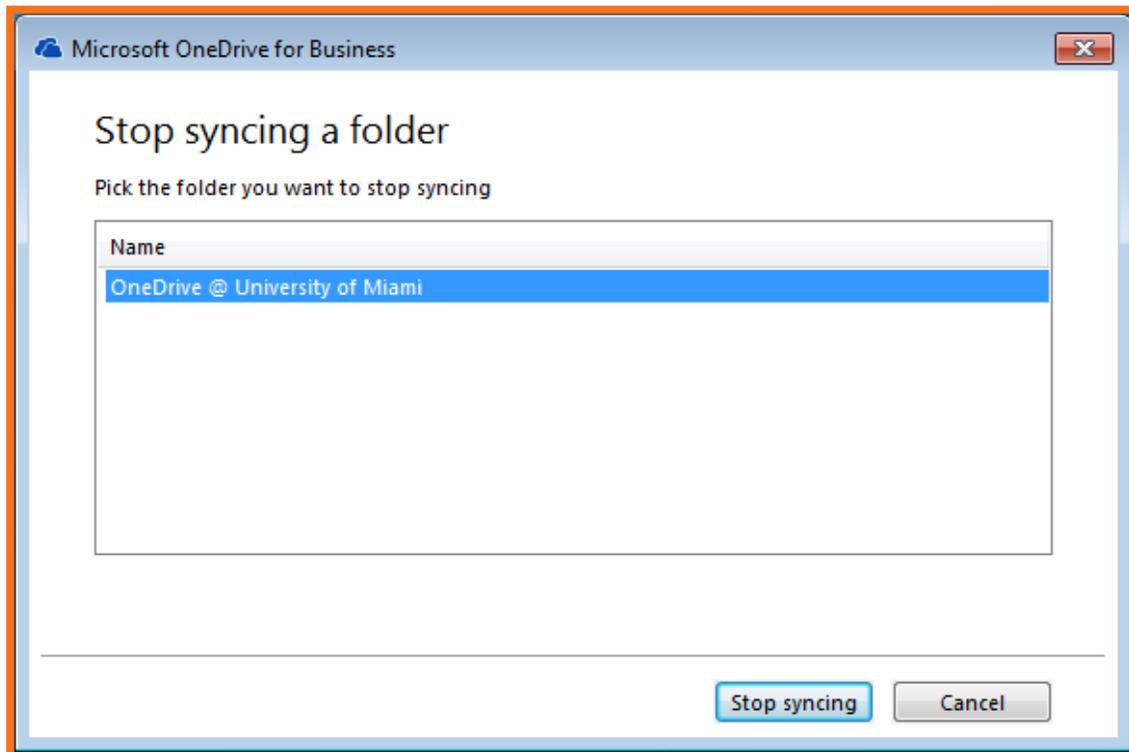
1. The OneDrive for Business icon will display a yield sign and a warning that it needs your credentials to sync some libraries.



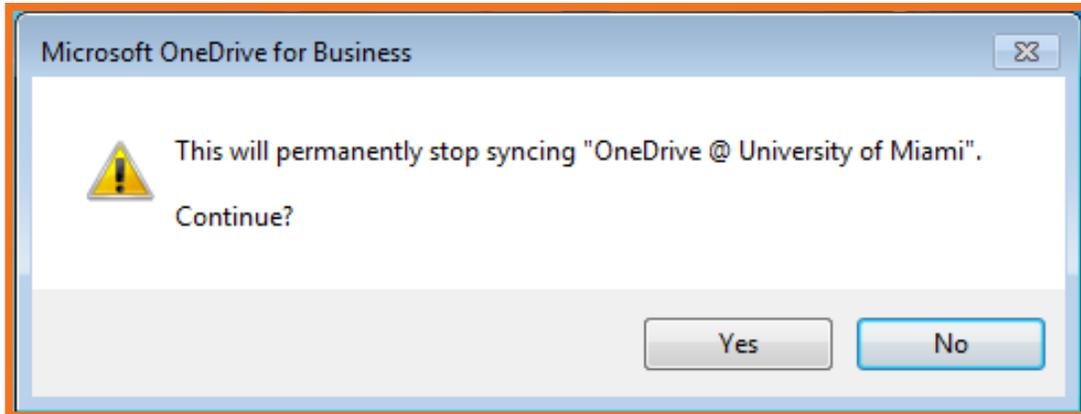
2. Right click the OneDrive icon and select **Stop syncing a folder...**



3. The *Stop syncing a folder* window will appear. Select “OneDrive @University of Miami” and then click **Stop syncing**.



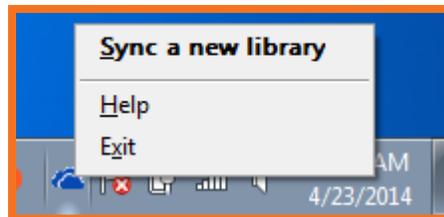
4. A confirmation window will appear. Click **Yes** to stop syncing.



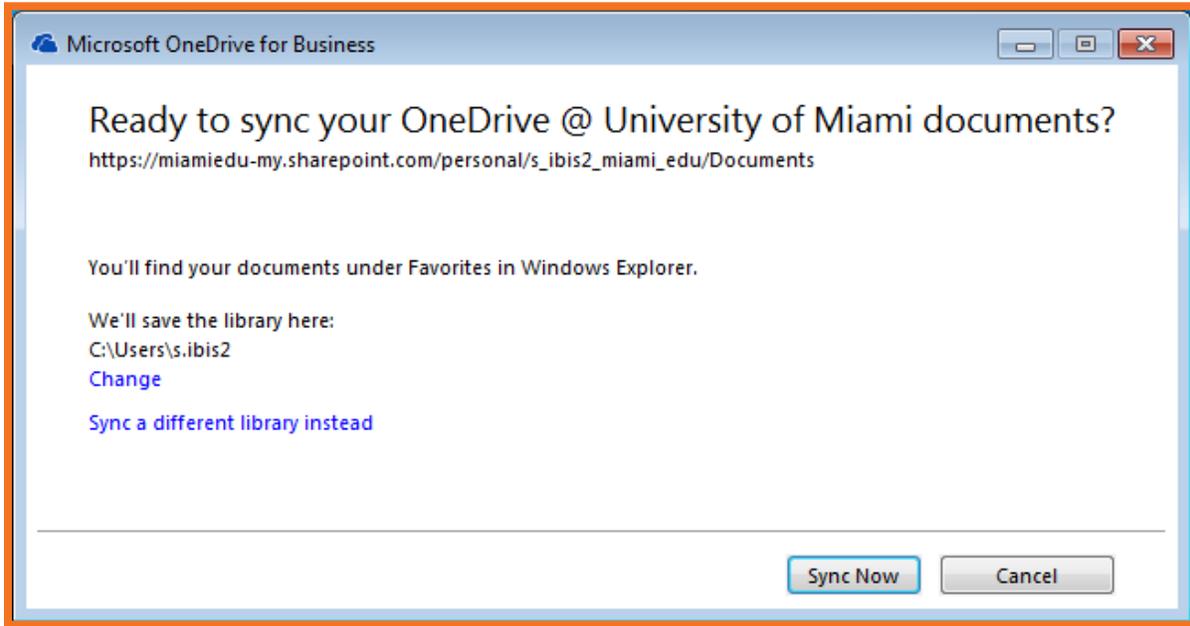
5. The OneDrive icon will return to normal as two blue clouds.



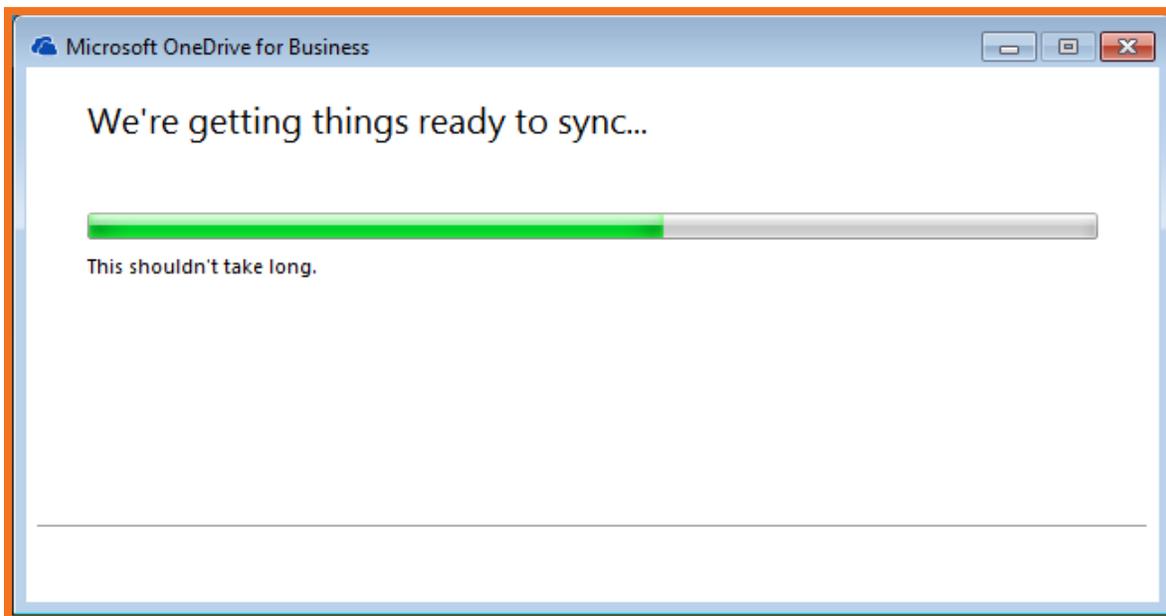
6. Right click the OneDrive icon and select **Sync a new library**.



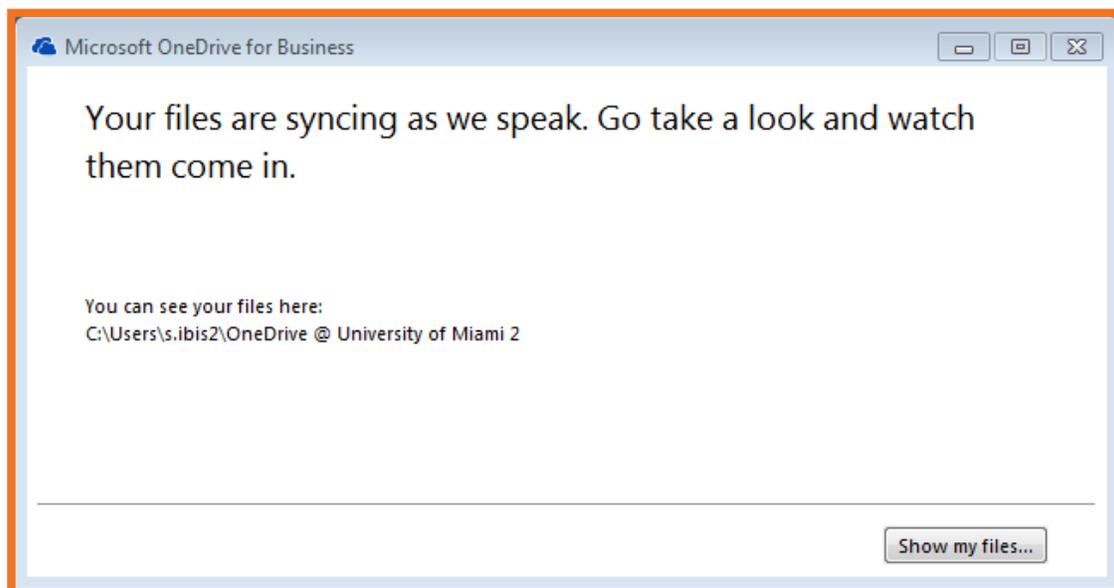
7. A sync window will appear. It will automatically select your existing OneDrive library.
8. If you wish to change where the contents of your OneDrive are saved on your computer click **Change** and select the new location.
9. Click **Sync Now** to resync your library.



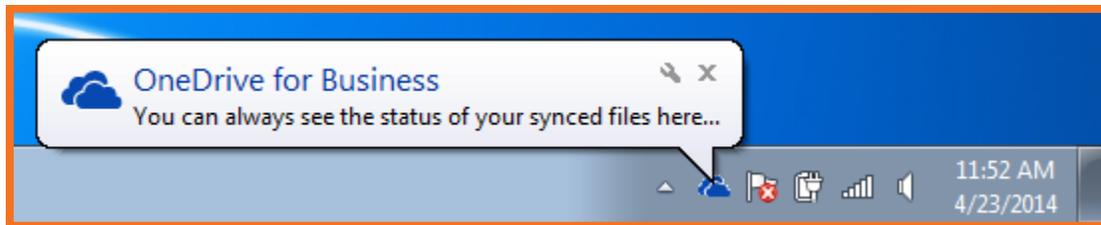
10. You'll receive a notification that things are getting ready to sync.



11. Next, a window will appear stating that your files are syncing.

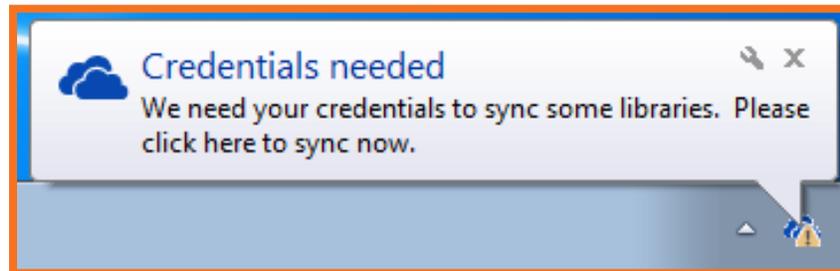


12. You can click **Show my files...** to view your files as they sync. You can also close the window and a sync status notification will appear.

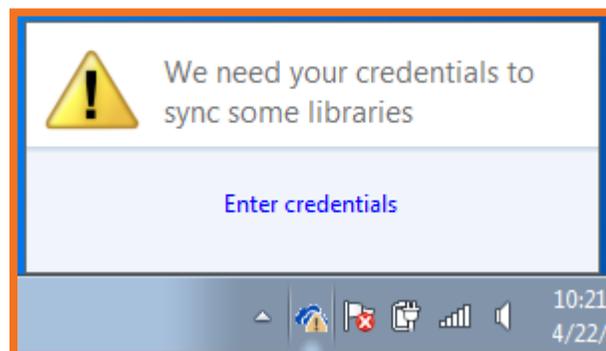


## Non-Domain Computer –

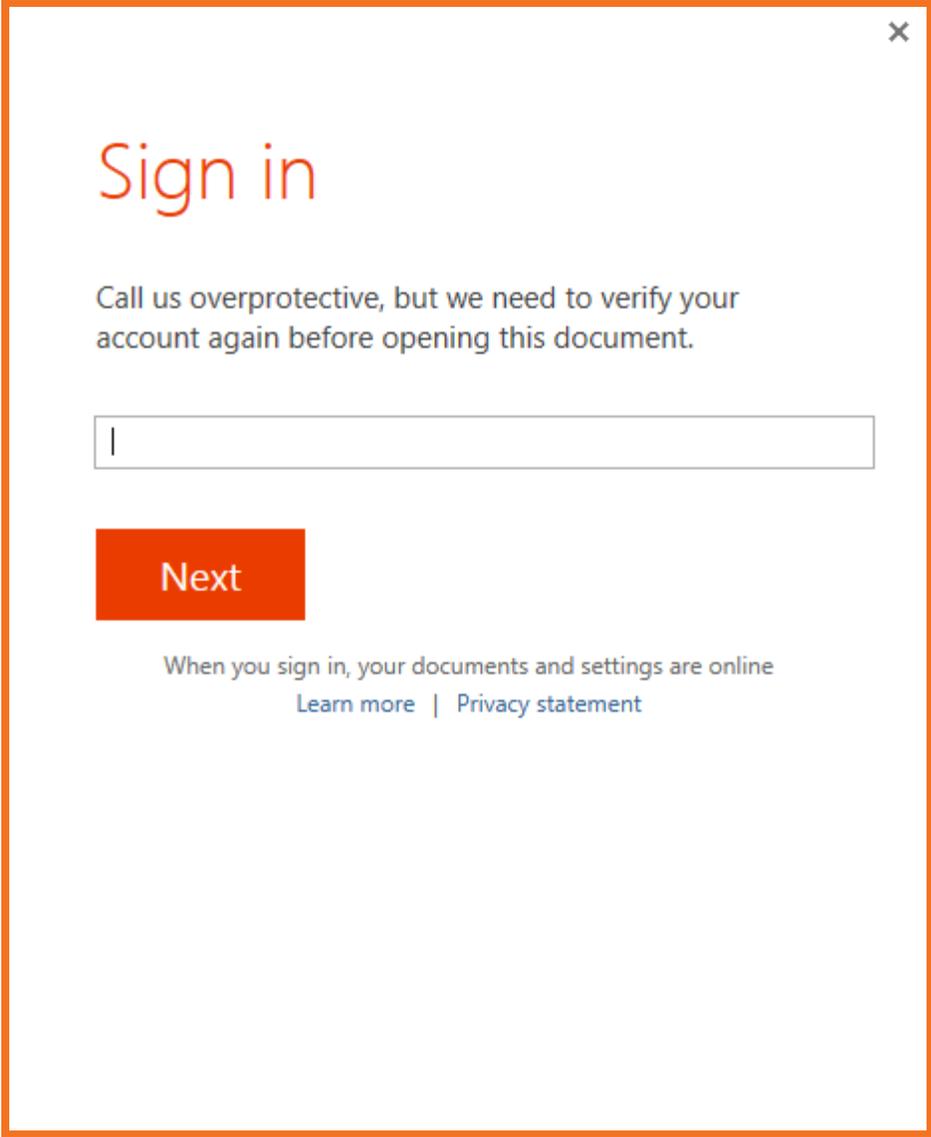
1. The OneDrive for Business icon will display a yield sign and a warning that it needs your credentials to sync some libraries.



2. Click the warning message and it will expand to a larger message that reads "We need your credentials to sync some libraries. Enter credentials"
3. Click Enter credentials.



4. A Microsoft verification window will appear. Enter in your new University email alias (e.g. [s.ibis@miami.edu](mailto:s.ibis@miami.edu)) and click **Next**.



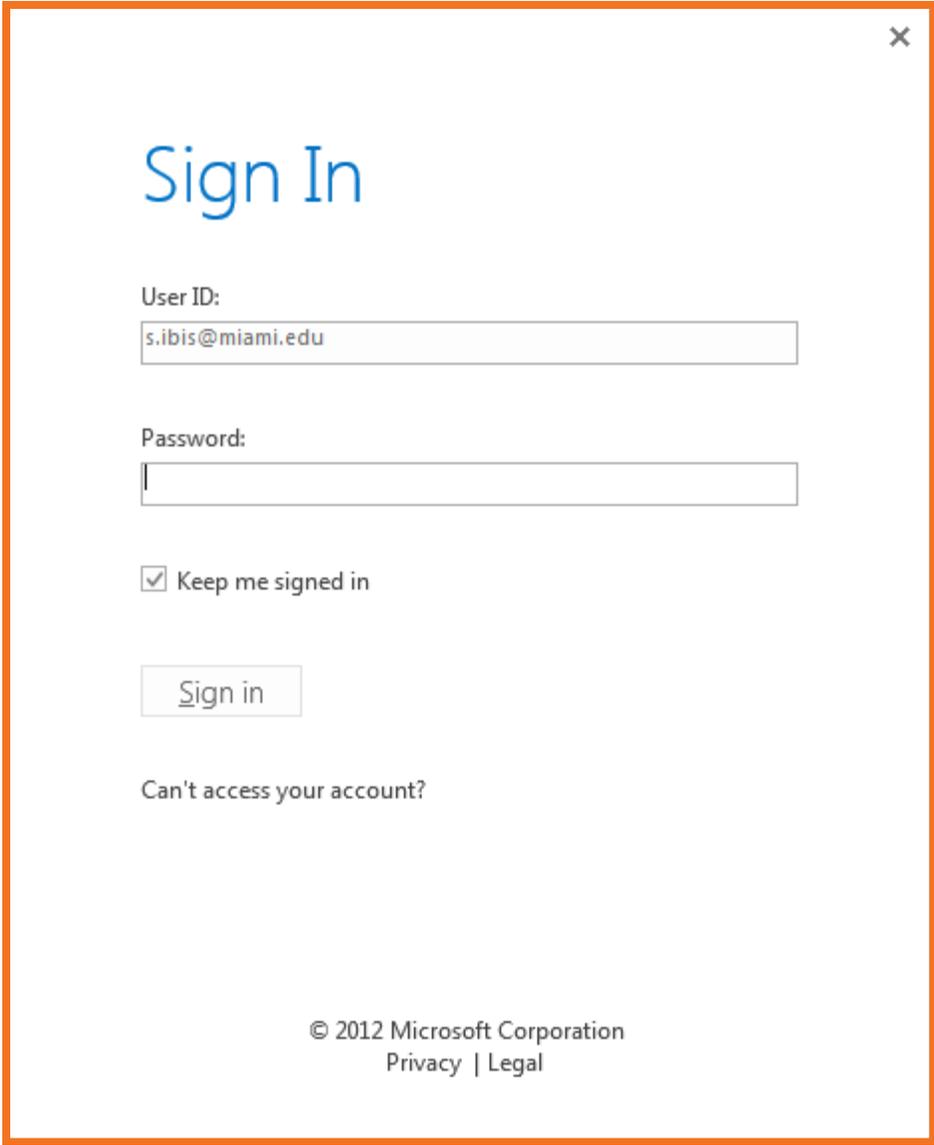
Sign in

Call us overprotective, but we need to verify your account again before opening this document.

**Next**

When you sign in, your documents and settings are online  
[Learn more](#) | [Privacy statement](#)

5. A sign in window will appear with your email address already entered in the User ID field. Enter in the password you use to access your mail and then click **Sign in**.



A screenshot of a web-based sign-in window. The window has a white background and an orange border. In the top right corner, there is a small grey 'x' icon. The main heading 'Sign In' is displayed in a large, blue, sans-serif font. Below the heading, there are two input fields: 'User ID:' with the text 's.ibis@miami.edu' and 'Password:' which is currently empty. Underneath the password field is a checkbox labeled 'Keep me signed in' which is checked. A 'Sign in' button is located below the checkbox. At the bottom of the window, there is a link that says 'Can't access your account?'. At the very bottom, centered, is the copyright notice '© 2012 Microsoft Corporation' followed by links for 'Privacy | Legal'.

6. Microsoft will confirm your information.
7. If the information is incorrect you may be prompted to enter your account password again.
8. If you entered in your old email alias and password you will receive an error message that you must access your OneDrive using the web. To correct this, close the sign in window and go back to step 1.
9. Once confirmed OneDrive will sync again and the yield sign will be removed from the OneDrive icon.

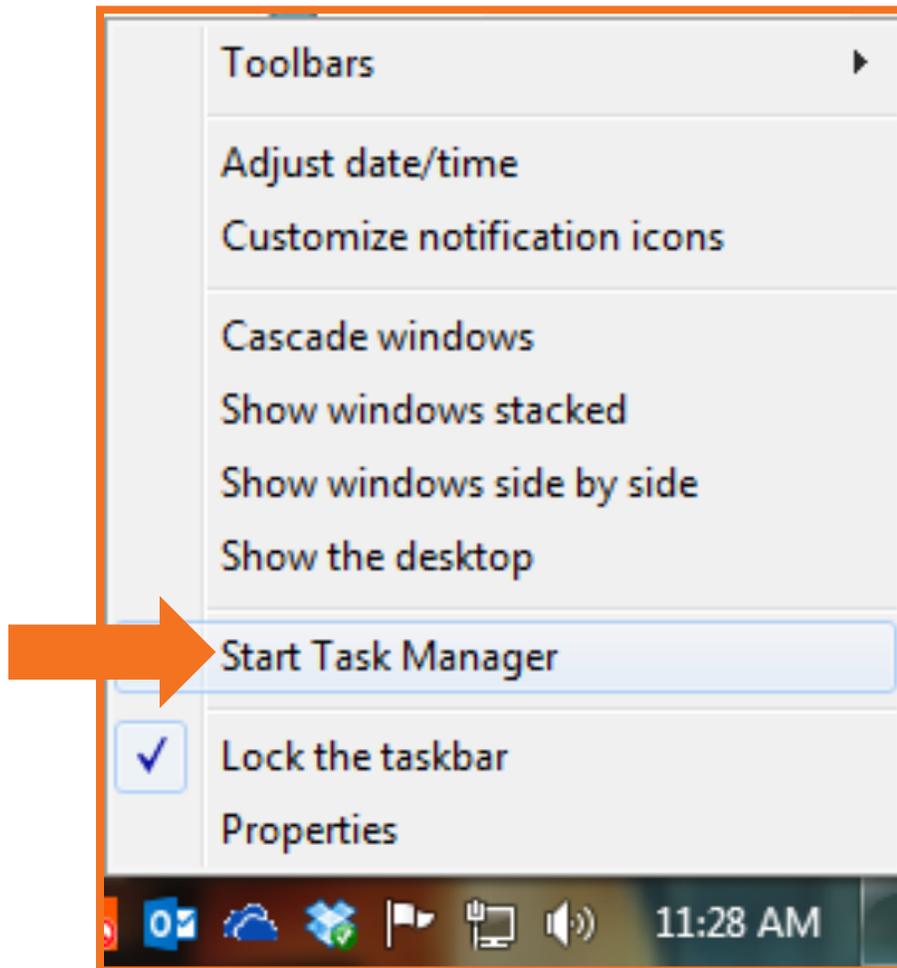


## Technician Instructions

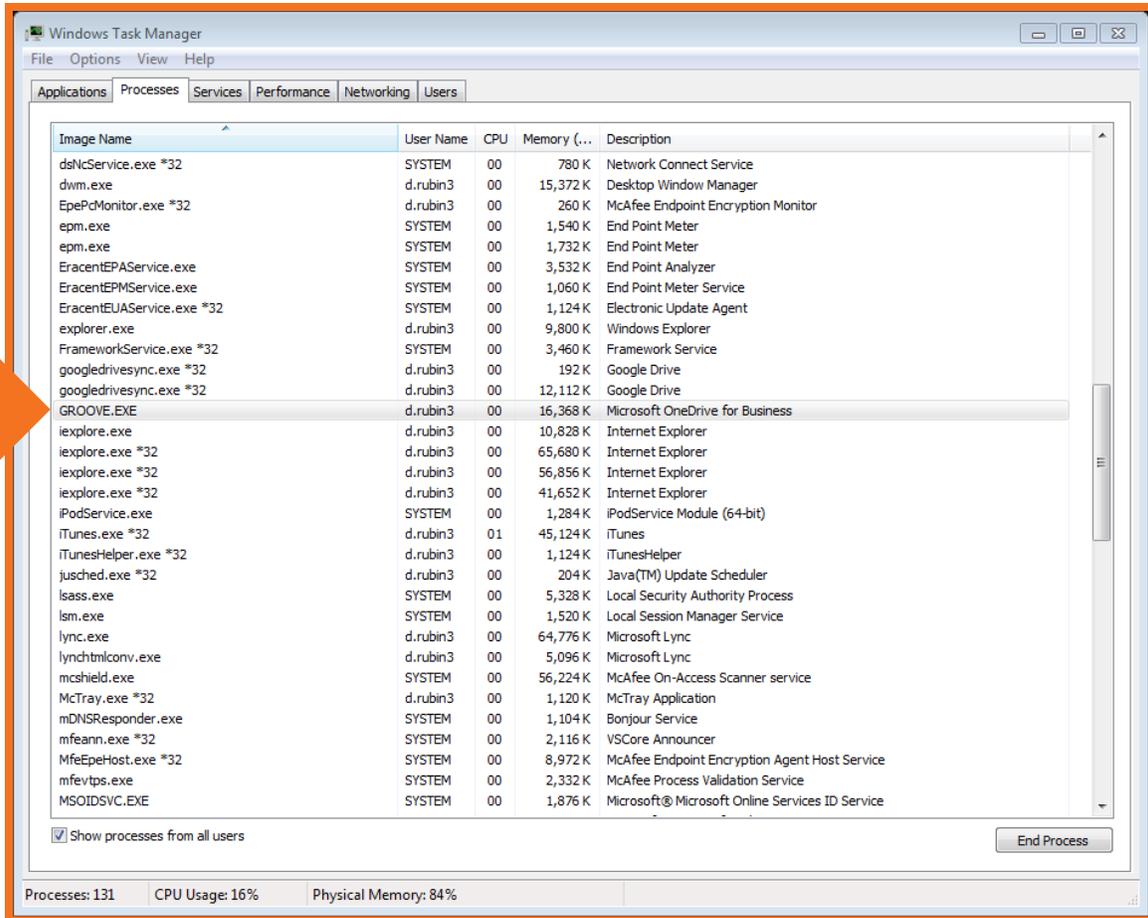
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If your University email alias was recently changed you may receive a message that OneDrive is not syncing anymore. To sync the library again take following steps. Please note that **you will lose all settings** when these steps are taken.

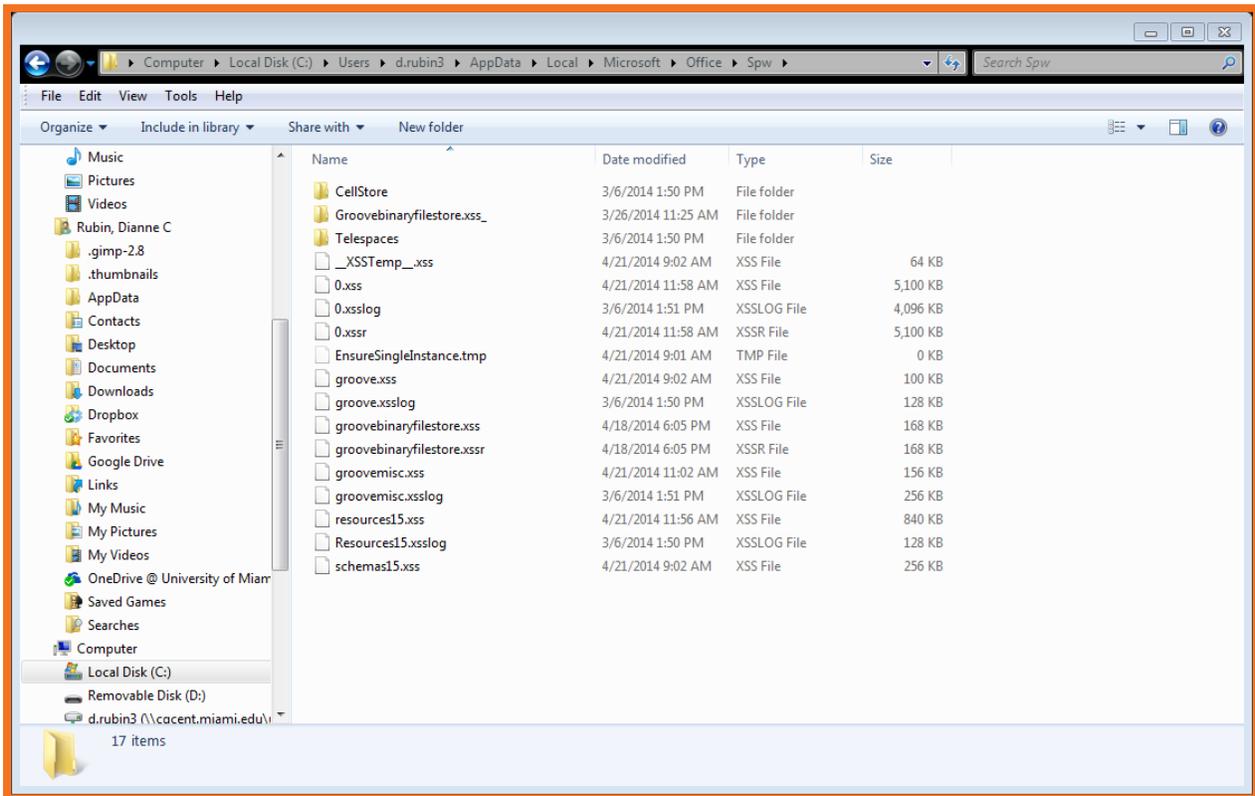
1. Open up Task Manager.
  - a. You can access Task Manager by right clicking on the time in the status bar and then selecting **Start Task Manager**.



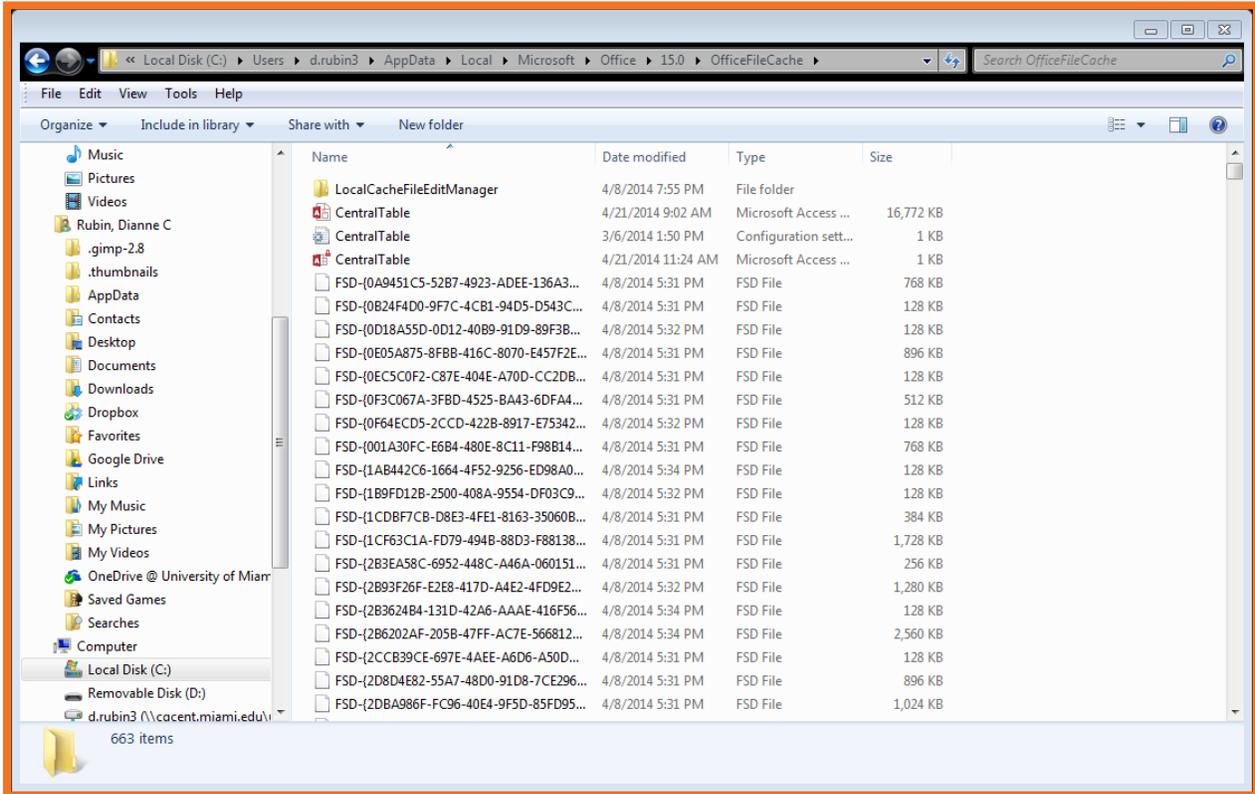
- In Task manager, click the Processes tab at the top and close all Office processes (i.e. groove.exe, msouc.exe, msouync.exe, office library sync, etc.)



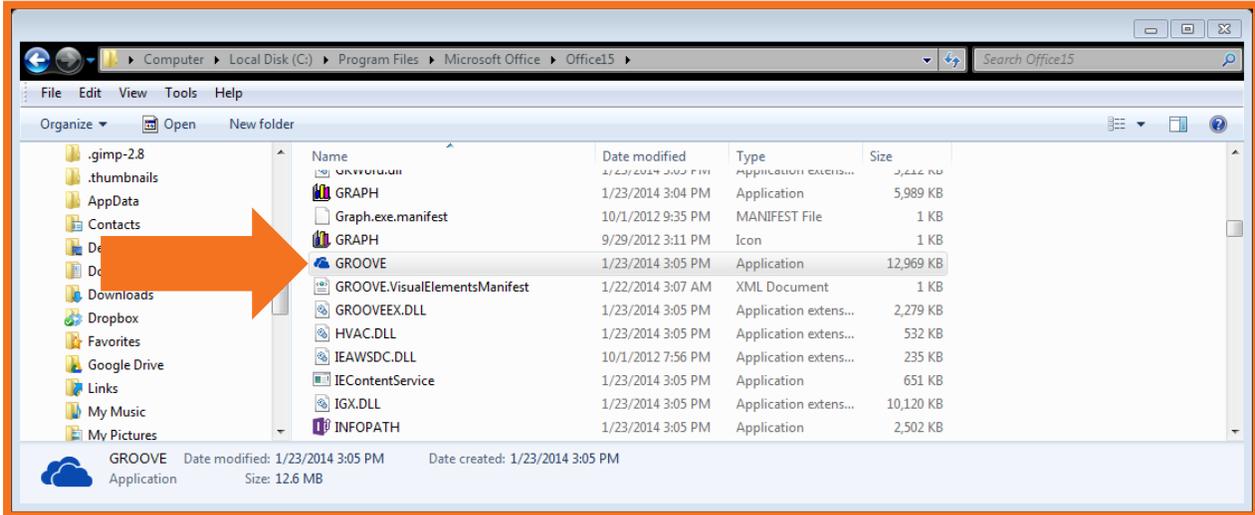
3. Once all Office processes are closed, open Windows Explorer and navigate to “C:\Users\%username%\AppData\Local\Microsoft\Office\Spw”.
4. Once you’ve located the folder, delete all the content with it.
  - a. If you receive an error that something cannot be deleted, skip it and allow the other files to be deleted. Once all other files are deleted you should be able to delete the remaining files individually.



- Next, navigate to  
“C:\Users\%username%\AppData\Local\Microsoft\Office\15.0\OfficeFileCache”
- Delete all content from this folder. This is where the caching is stored.



7. After you deleted everything, you should be able to start SkyDrive Pro again (using “C:\Program Files\Microsoft Office\Office15\GROOVE.EXE”) and re-sync the library.

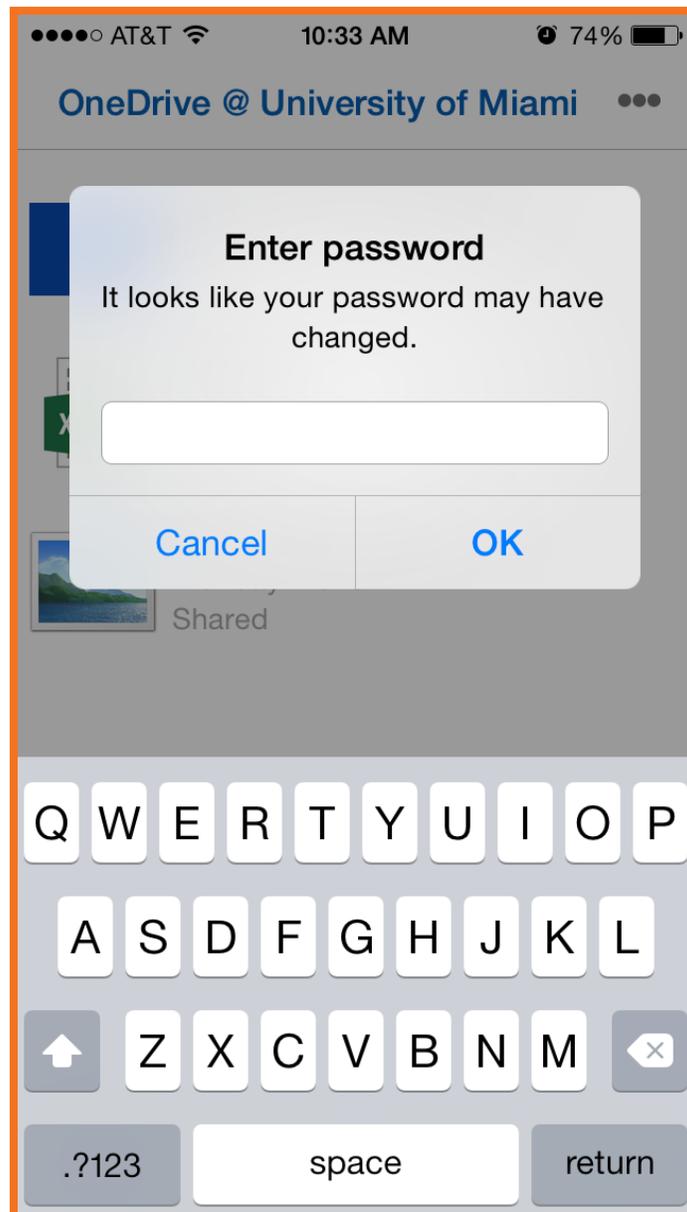


### OneDrive for Business iPhone App

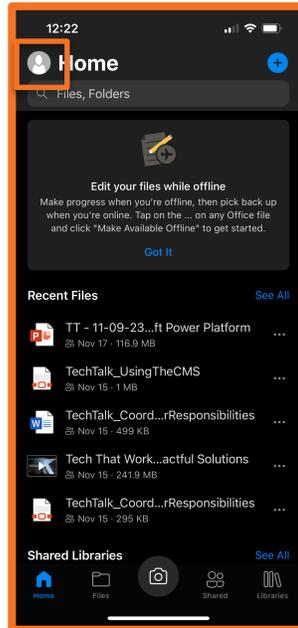
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If your University email alias was recently changed and you use the OneDrive for Business app you may receive a message that OneDrive is not syncing anymore once you open the app. To sync the library again take following steps.

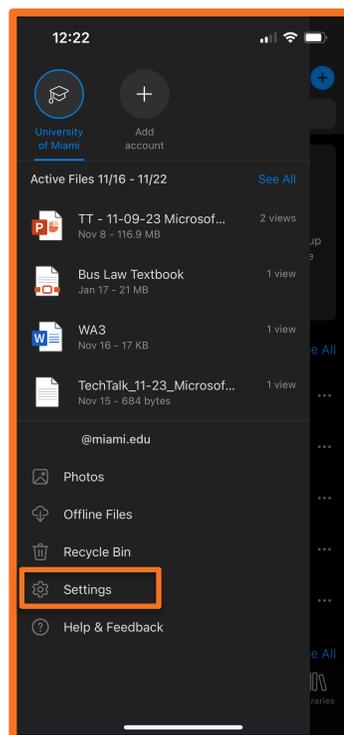
1. Open the OneDrive app and a box will appear asking you to enter your account password. Click **Cancel**.



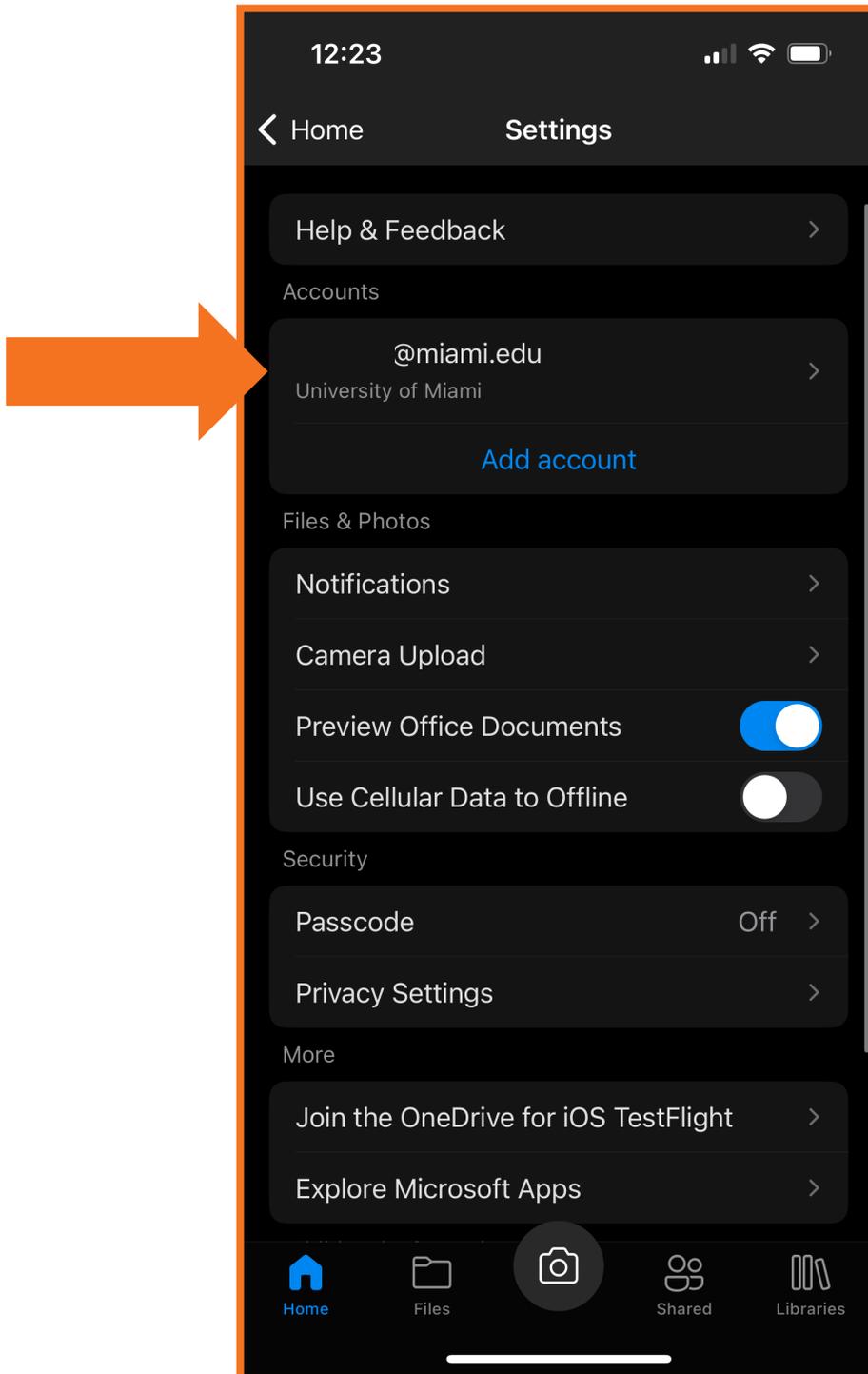
2. In the OneDrive window click on the Account icon



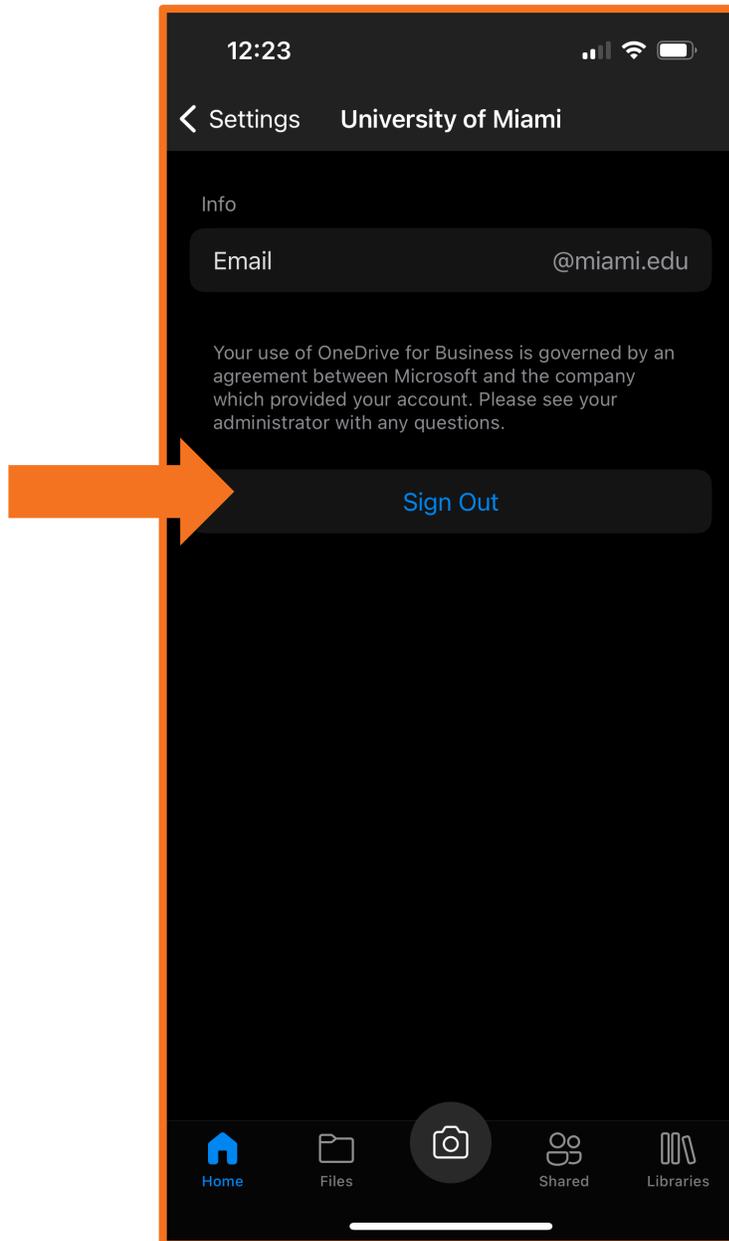
3. Click **Settings** in the Menu



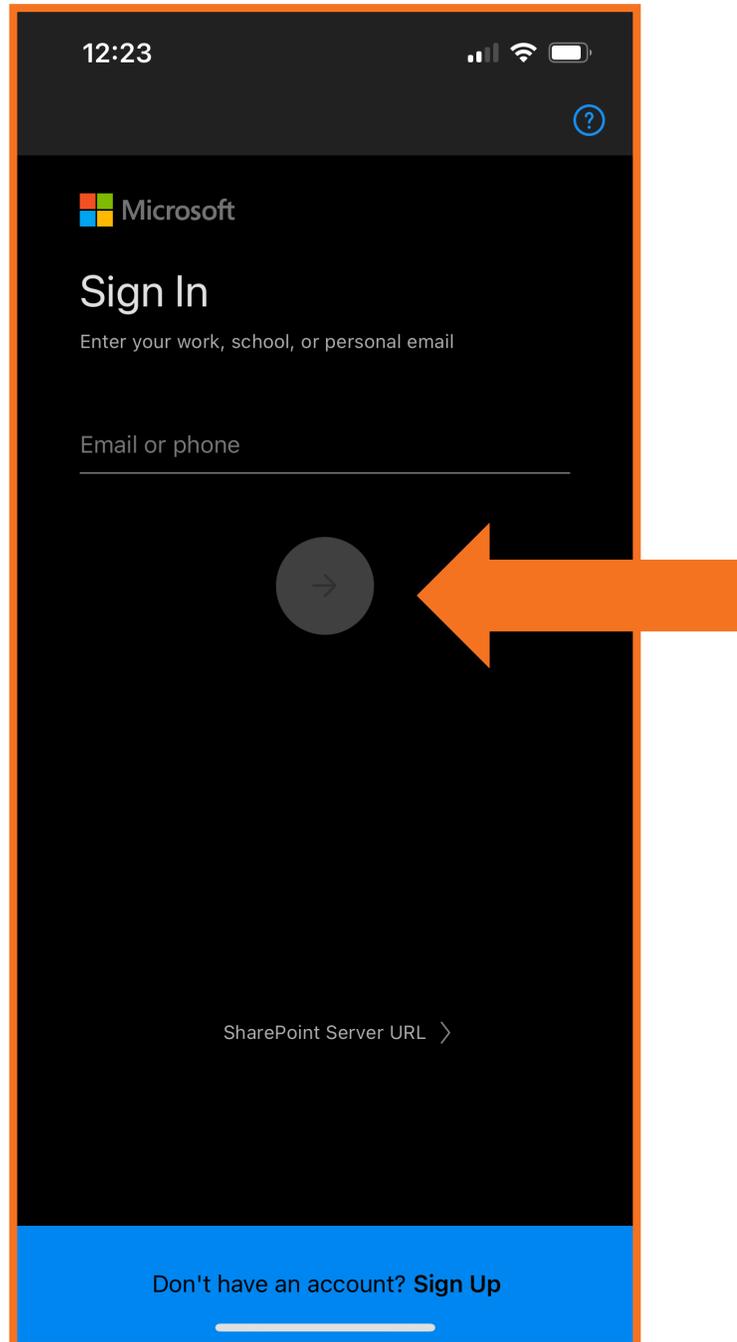
4. On the Settings page select the Account giving you issues.



5. Tap **Sign Out**



6. You will be taken back to the sign in page.
7. Enter in your new University email alias and existing account password.
8. Click **Sign In**.



9. Your account will sync again.

