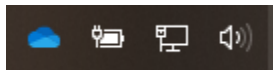


File Synchronization

OneDrive

OneDrive from Microsoft synchronizes your documents and other files to the cloud. To see the status of this sync, you can check the bottom right corner of your screen.

If the OneDrive cloud is blue, your OneDrive is up-to-date, and all files are sync'd correctly.

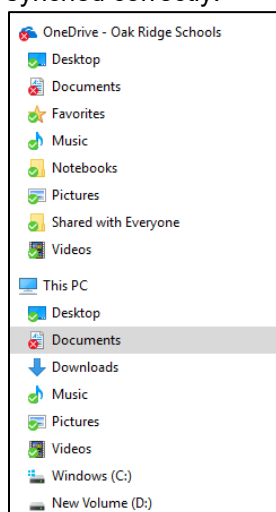


If there is a problem preventing OneDrive from syncing correctly, the cloud icon will appear gray.



This synchronization error is usually caused by an invalid character in a file name. Any file with an invalid character in the name will need to be renamed for the file to synchronize properly.

To fix the issue, open File Explorer and look for red Xs over any folders or files. Those with red Xs are not synced correctly.



Once you've narrowed down the file(s) that are not named correctly, remove any invalid characters in the file name: ~" # % & * : < > ? \ { } |

The file will synchronize once the invalid character is removed.

If you need to access OneDrive from the start menu, click on the Windows flag in the lower left corner of your screen. Scroll through the applications menu until you reach OneDrive. Clicking on OneDrive will open a File Explorer window showing your OneDrive – Oak Ridge Schools folder.

