

OneDrive FAQ

1. How do I access OneDrive?

The recommended method is to login to OneDrive from a browser at the following URL:
<https://portal.office.com>

2. Why do I see this screen when I logon to my computer at Downstate



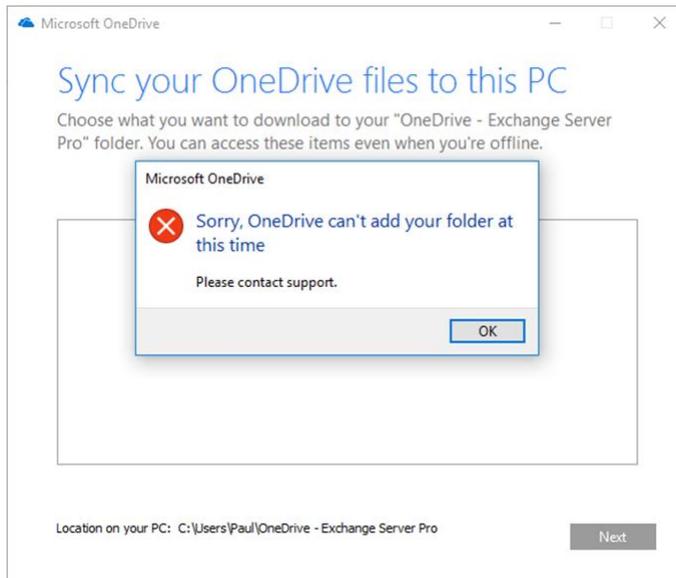
You are on a domain joined PC and a OneDrive app is recently installed. If this is your main PC at work, you need to use your email credentials to complete the set up in order to backup your files using OneDrive. If this is a shared PC, you can close this screen to bypass this configuration

3. I have been using OneDrive app. Why did my Onedrive stop syncing with the following error message



You are using a PC which is not in the Downstate PC domain. If this is a PC used on campus, please contact the helpdesk to join the PC in the domain. If this is a personal PC from home, please use a browser to access files in OneDrive.

4. I downloaded OneDrive for Business app and get the following error when I tried to sync



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5. Does OneDrive sync through the app blocked on Mac or handhelds?
No. Mac PC, iOS and Android devices are exempted from the requirement of domain joining.
6. How do I select the folders to sync?
The user is responsible to make sure the files upload to or download from the OneDrive cloud folder do not contain any prohibited contents. Please also be mindful that the cloud drive (1 TB in size) might be far larger than the local drive on your computer (usually 150 GB). By default, all files and folders in OneDrive cloud drive will be downloaded to the OneDrive folder on a local C: drive on a domain joined PC. If required, a specific folder or folders can be selected to sync to avoid drive size mismatch. Here is the instruction on how to do it:

<https://support.office.com/en-us/article/Choose-which-OneDrive-folders-to-sync-to-your-computer-98b8b011-8b94-419b-aa95-a14ff2415e85>