INFORMATION TECHNOLOGY SERVICES STANDARD OPERATING PROCEDURES

Microsoft Office 365 – OneDrive Procedures

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Fayetteville Technical Community College
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1 Purpose

The purpose of this procedure is to define the process and uses of OneDrive at Fayetteville Technical Community College (FTCC). OneDrive is the primary storage vessel for users at FTCC. All users will be assigned 1TB of storage on OneDrive. Users are not to upload music, .ISO, or .VMDK files to OneDrive. OneDrive is strictly for FTCC college and business documents.

This document will assist you with accessing OneDrive. If after using this document you still have problems with logging into OneDrive, please contact the FTCC Service Desk at 910-678-8502.

2 Scope

All members of the College community, whether full-time or part-time, are subject to this process. This procedure applies to any information gathered, kept, or utilized by or on behalf of any department, operational unit, or individual in the community in connection to college operations. If any information at FTCC is governed by more specific requirements under other College Standards and Guidelines the more specific requirements shall take precedence over this procedure to the extent there is any conflict.

3 Acronyms/definitions

- *AD* - Active Directory. A directory service, such as Active Directory Doman Services (AD DS), provides the methods for storing directory data and making this data available to network users and administrators. For example, AD DS stores information about user accounts, such as names, usernames, email addresses, phone numbers, and so on, and enables, other authorized users on the same network to access this information.

- *Service Desk* - *(Formerly Help Desk)* Is the primary single point of contact for FTCC to provide IT support to Faculty, Staff, and Students.

- *ITS* – Information Management Services *(Formerly Management Information Services (MIS))*

- *O365* – Microsoft Office 365

4 Procedures

This document will show you how to set up your OneDrive sync client and upload and/or manage your files via your web browser.

NOTE: FTCC utilizes Single Sign-on (SSO) which is a Multi-Factor Authentication (MFA)method that allows users to log in once with a single set of credentials to access multiple applications and websites. When first accessing an O365 service, or when accessing services off-campus, you may be prompted to authenticate your sign-on. If you have not yet installed the Microsoft Authenticator App or have not yet set up MFA, please follow these instructions (Instructions for MFA) and only proceed with the instructions in this document once this has been completed. For further assistance in setting up your Microsoft Authenticator, please contact the Service Desk.

## 4.1 How to set up OneDrive file synchronization

4.1.1 Confirm OneDrive installation or download and install OneDrive

- To confirm that the client is installed on your machine, you can:

  - Check to see if a blue cloud icon is present in your system tray (in the lower right-hand corner of your screen) or

  - Click the Start button (in the lower left-hand corner of your screen) and start typing "OneDrive" to see if any application is displayed.

- If the client is not installed on your device, you should contact the Service Desk by phone or email to request an install
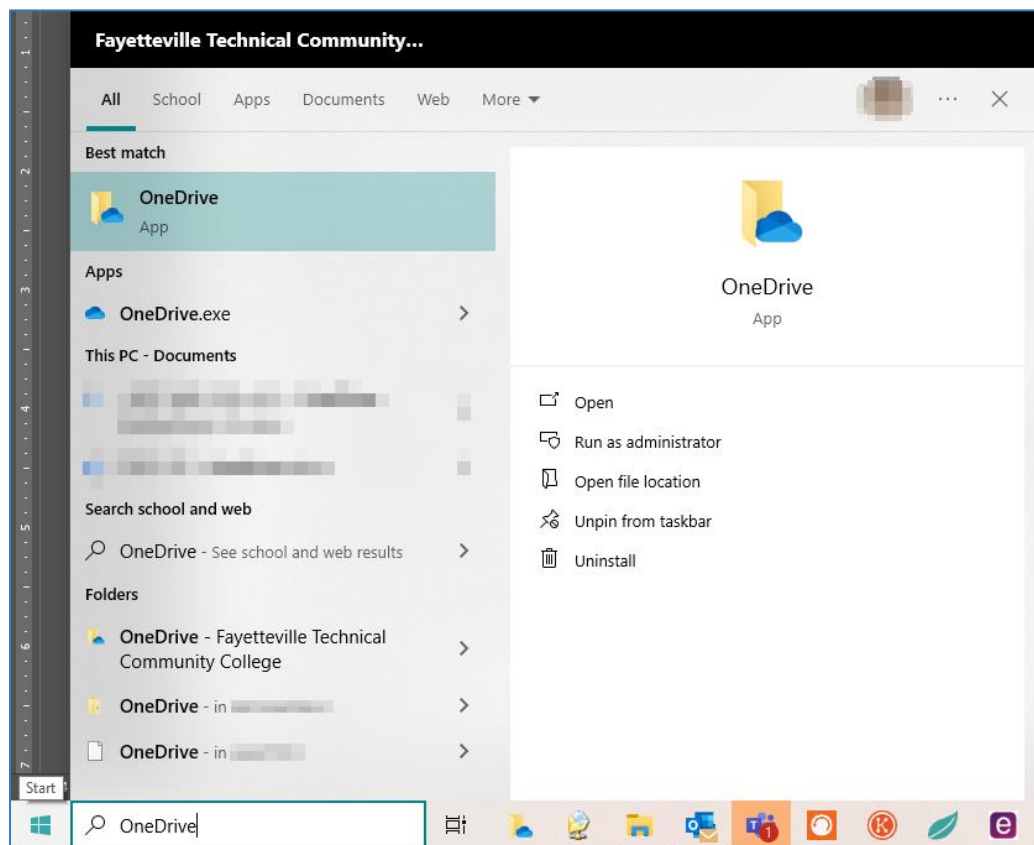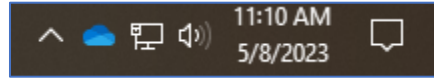

4.1.2 Sign in to OneDrive

- After confirming the OneDrive sync app is installed, click on the OneDrive shortcut, type in your FTCC email address, ensure it is typed correctly and click *Sign In.*
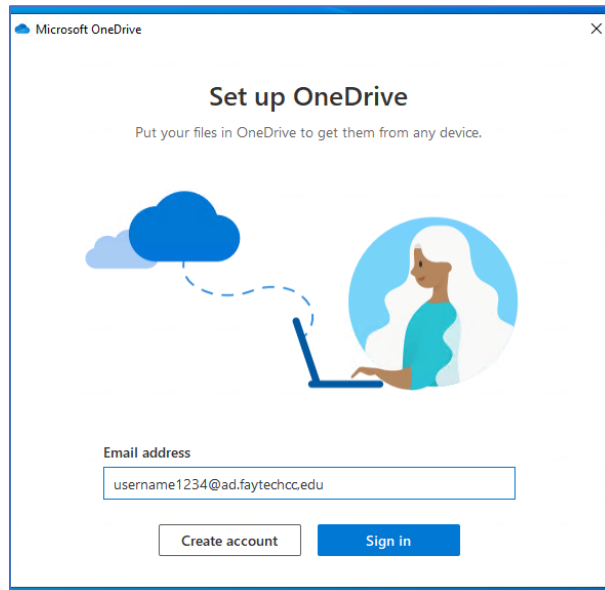
### 4.1.3 Choose folders to sync

- Select your desired folders to backup and sync to OneDrive and select "**Start backup**".

  o By default, OneDrive syncs your Desktop, Documents, and Pictures folders.

  o Once you have initiated the OneDrive sync, any document changes that you make within the folders selected will be continuously synchronized via the OneDrive sync app.
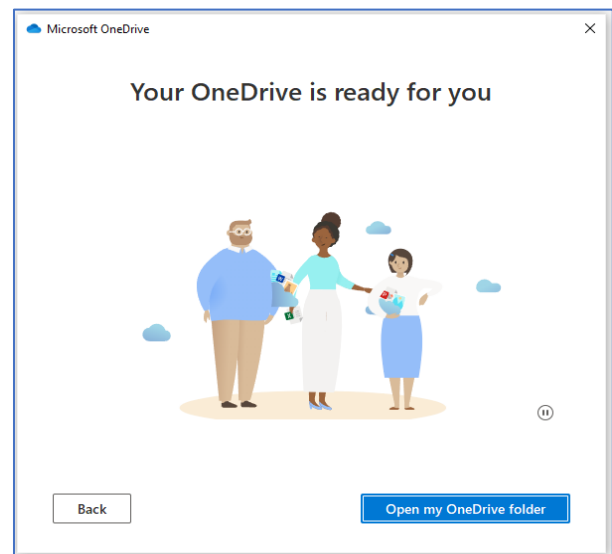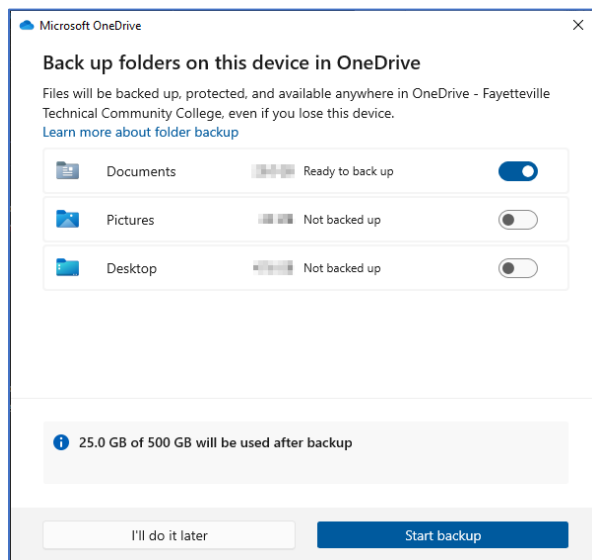
4.2 Access to files and folders

4.2.1 Access Files on the Web

- You can access your files on the web by logging into SharePoint at https://faytech-my.sharepoint.com/ or going directly through the OneDrive website.

- You can click the blue cloud icon in the system tray and click "View online" or go to the SharePoint site (https://faytech-my.sharepoint.com//)

- Log in with your email: [**AD username**]@ad.faytechcc.edu and your current password

   o Example: *doej1234@ad.faytechcc.edu & ExamplePassword24!*
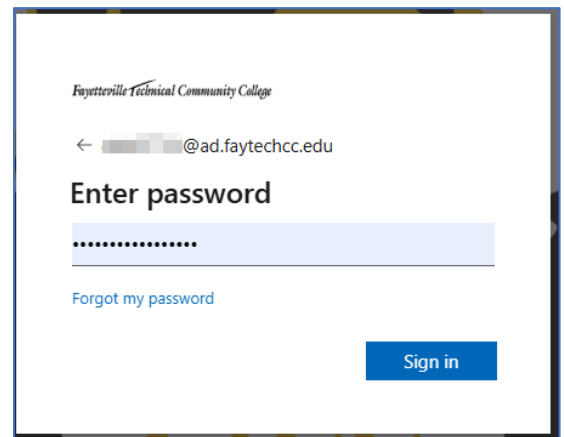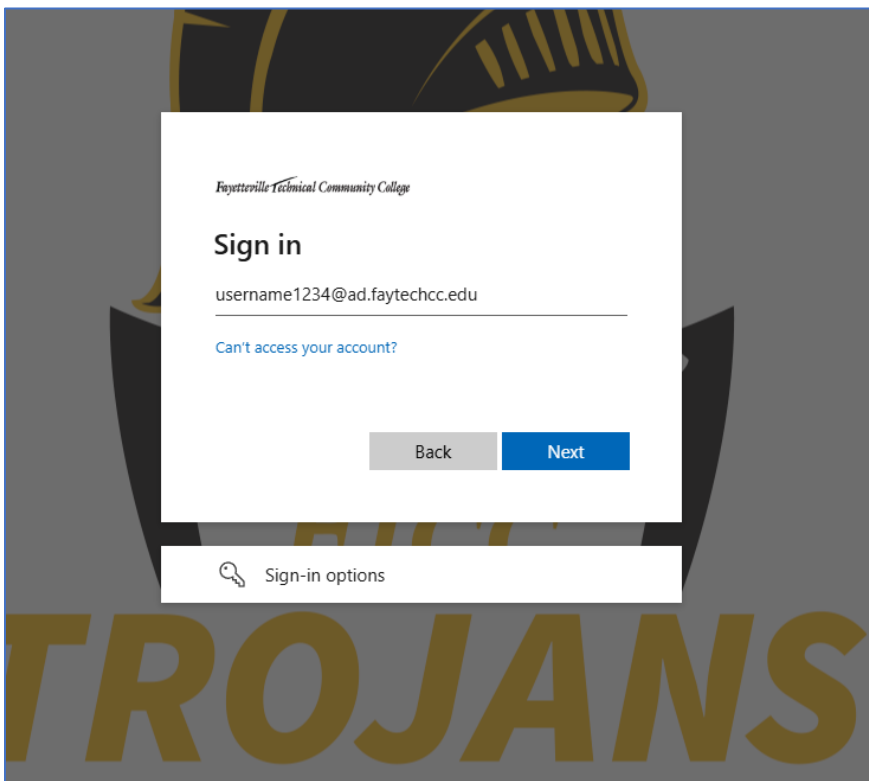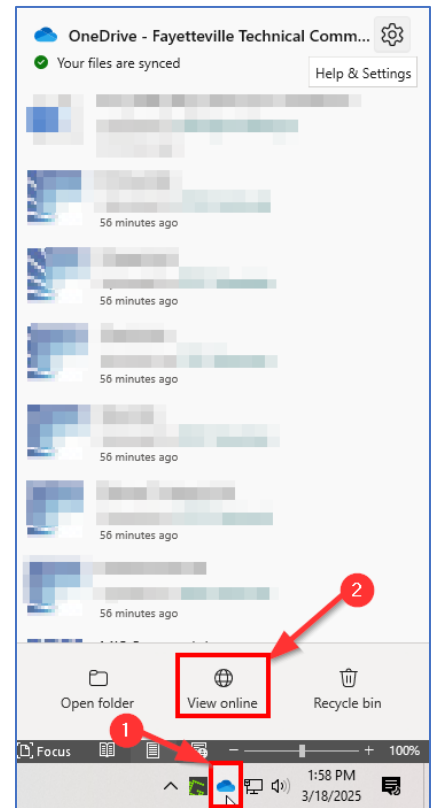
- After successfully logging in you will be taken to the OneDrive home page which will display your recently accessed documents.
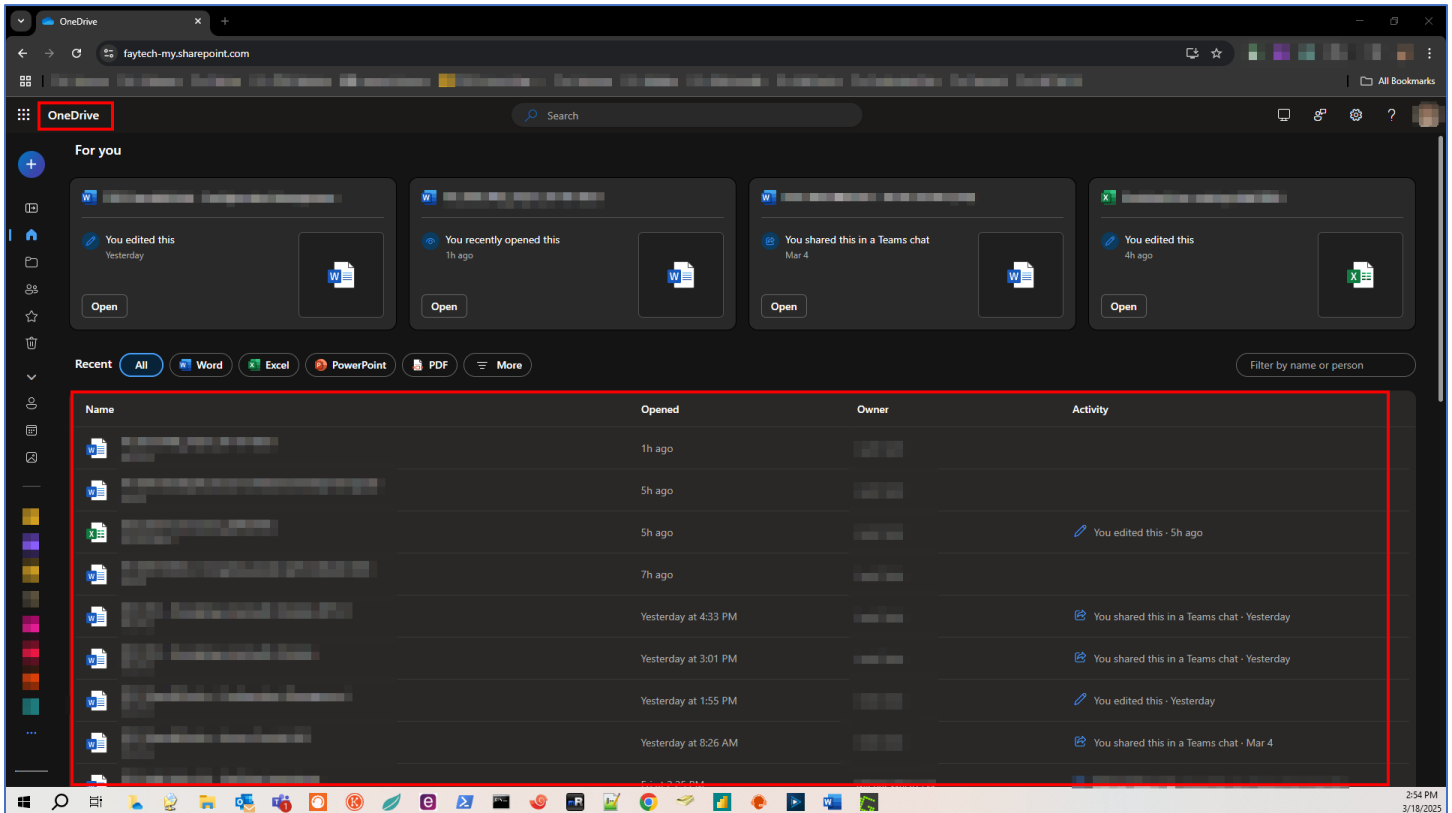

- If you would like to view your entire OneDrive file structure, click *My Files* on the left-hand side.
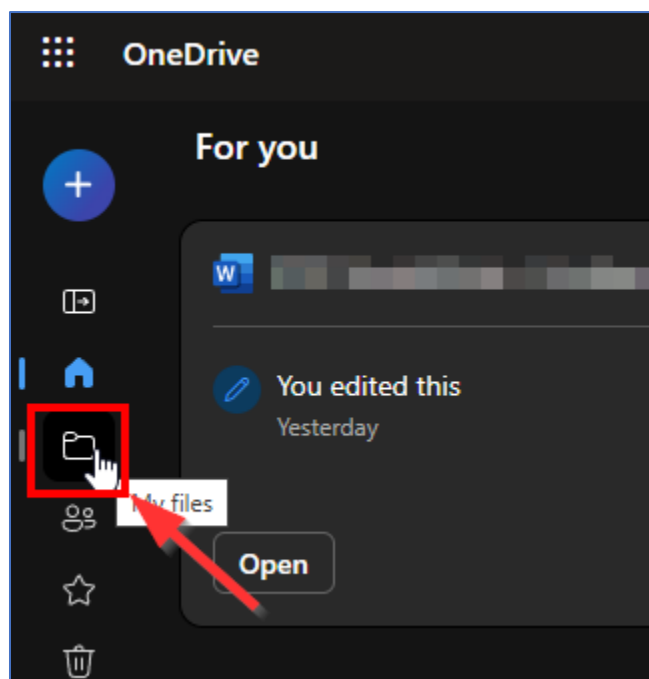
4.2.2 Access Files Offline

- You can also work offline by downloading your files to your device.

- Click on the blue cloud icon in the system tray and click *Open folder*

- One Drive will open in File-Explorer

    - Right-click on the file or folder and select "Always keep on this device"

- OneDrive will download the file to your computer, and you can work on it offline.
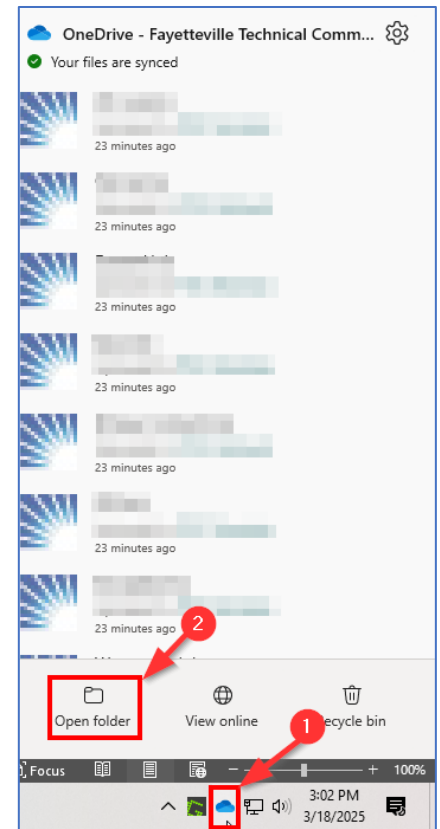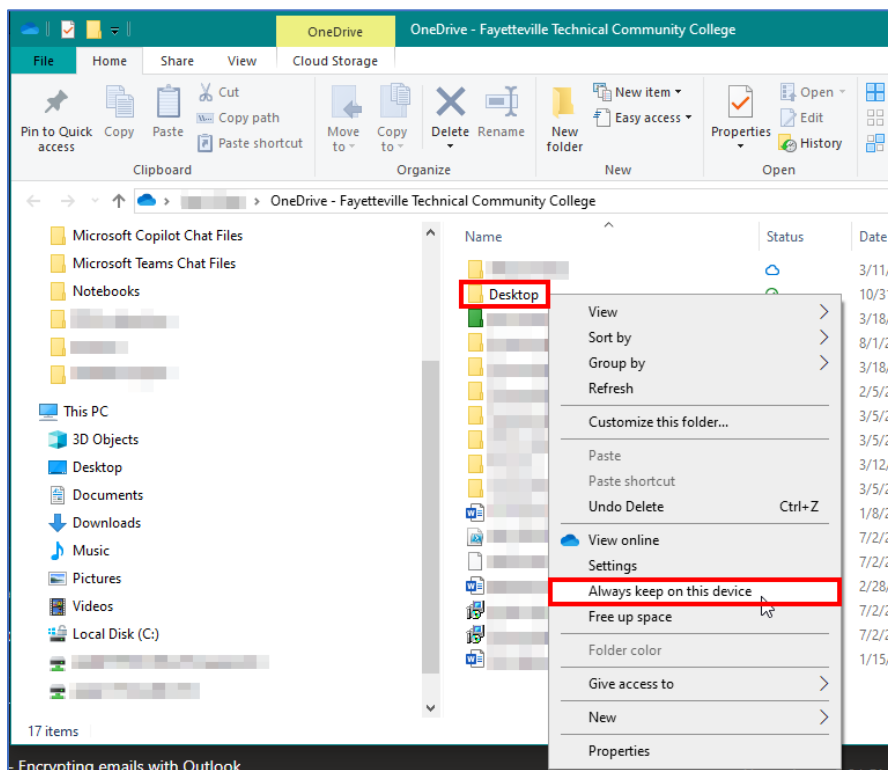

4.2.3 Sharing files

- OneDrive makes it easy to share files and folders with others.

- To share a file, right-click on it in File Explorer above and select "Share".

    - This will prompt you to type in the name, group or email with the user(s) you are trying to share this with

    - You can also add a message to the shared document and change the access rights for the document (view, edit, etc.)

    - You can choose to share the file with specific people or make it public.
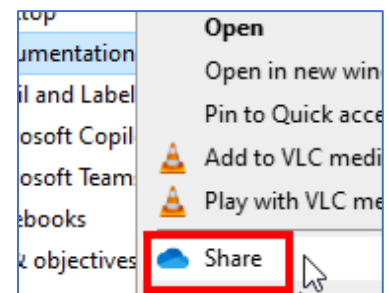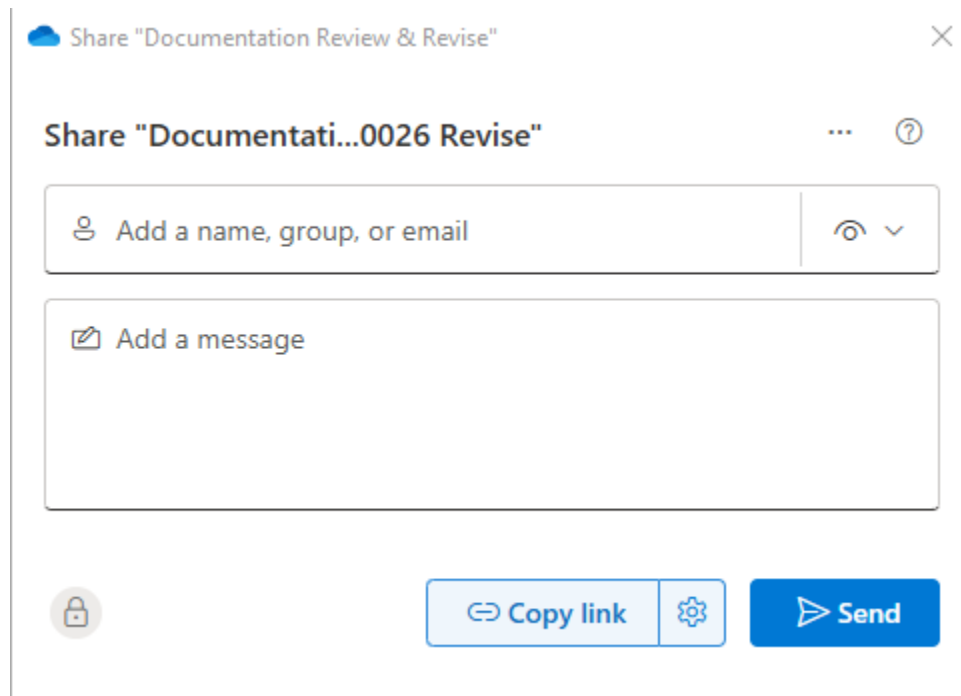
- You can also choose to share it by copying the link and pasting it in an email, teams, etc. which will allow you to "manage access" to the document once it has been shared
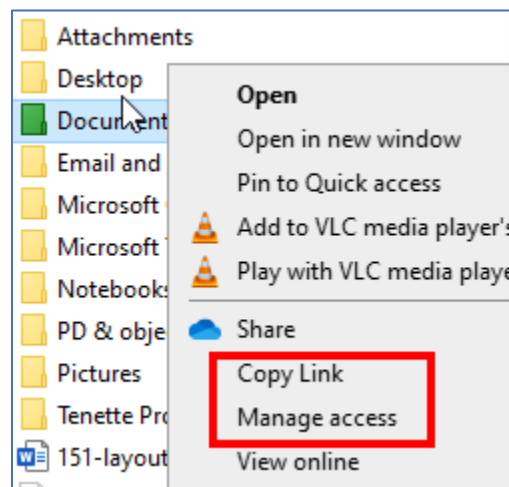

4.2.4 Collaborate on files

- You can also collaborate on files with others using OneDrive.

- To do this, share the file with the people you want to collaborate with, and they can edit the file in real time.

  o You must "manage access" (shown in the image above), and ensure that the user(s) you have shared this document with, have rights to edit the document and not just "view"

4.3 Creating New Items

- If you wish to create an item on the OneDrive webpage, click the *New* button in the top left (can be displayed as a plus sign as shown below) and click an item type in which you would like to create.
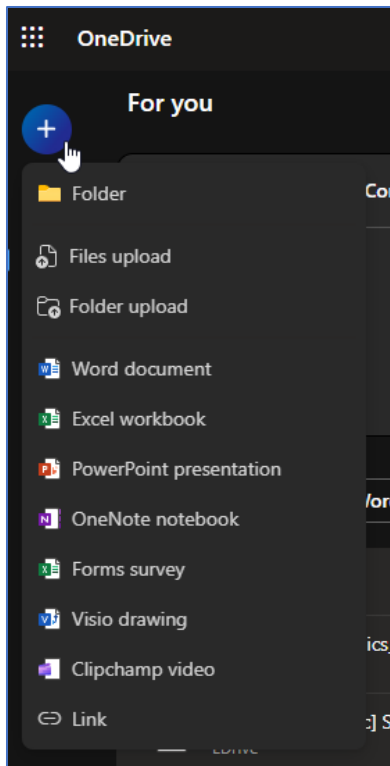

- If you wish to create a new item on the desktop applications, open Word, Excel, PowerPoint or any other item application and ensure you are saving it to your OneDrive folder being synced to access with the methods listed above

4.4 How to upload files and folders

- To upload a file or folder, you can do either of the following:

  o Click Files Upload or Folder Upload on either the Home or My Files pages

    ▪ After clicking file or folder you get an upload prompt and then you may select the file or folder that you would like to upload from File Explorer to OneDrive on the web

      • Click "open" and it will automatically load into the home site for OneDrive
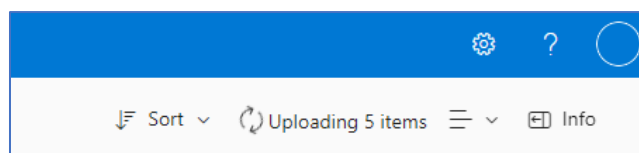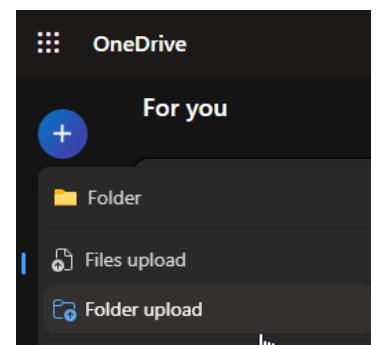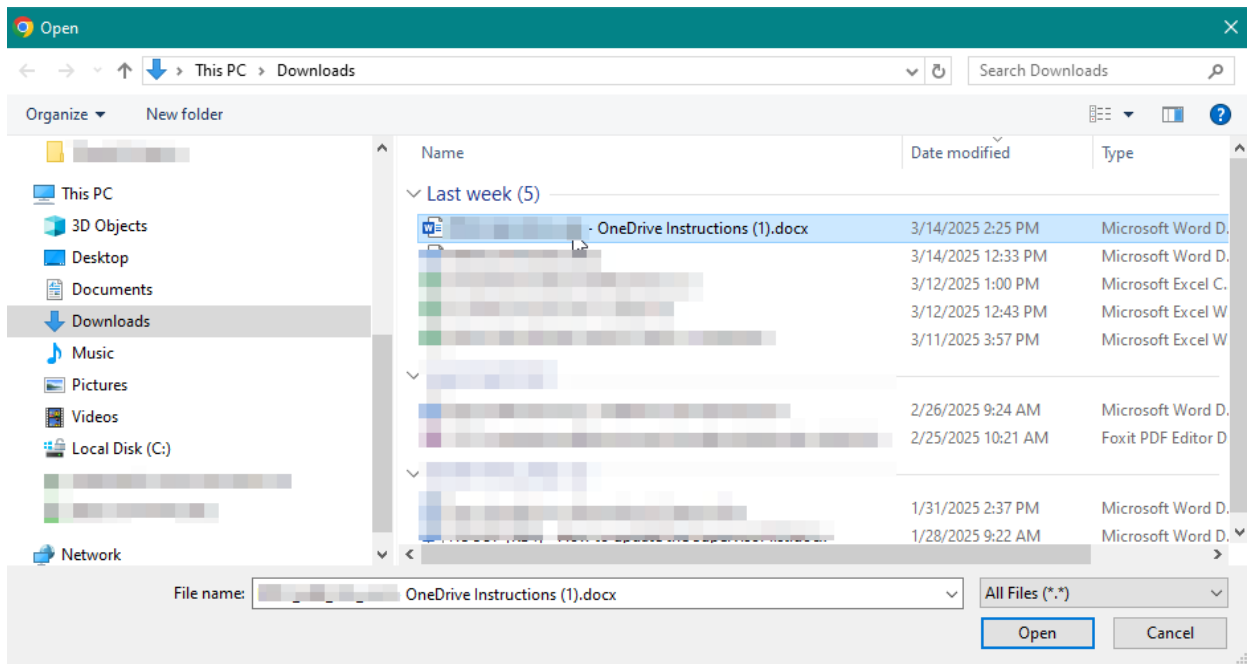
- o Alternatively, you can drag and drop any selected files and folder from File Explorer into the My files page (dragging multiple files at once is also possible):

  - ▪ You can drag and drop them into "My files" section or choose a folder that already exist to drop the desired items

  - ▪ A notification will be displayed letting you know that the items are being uploaded and all files and folders will be visible upon completion
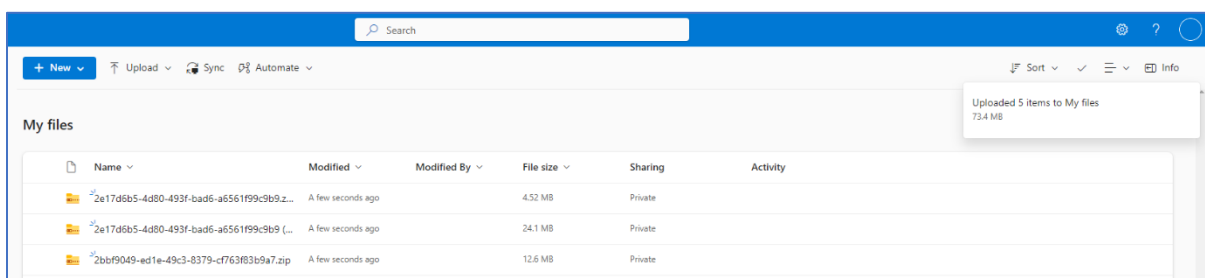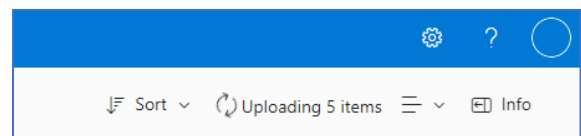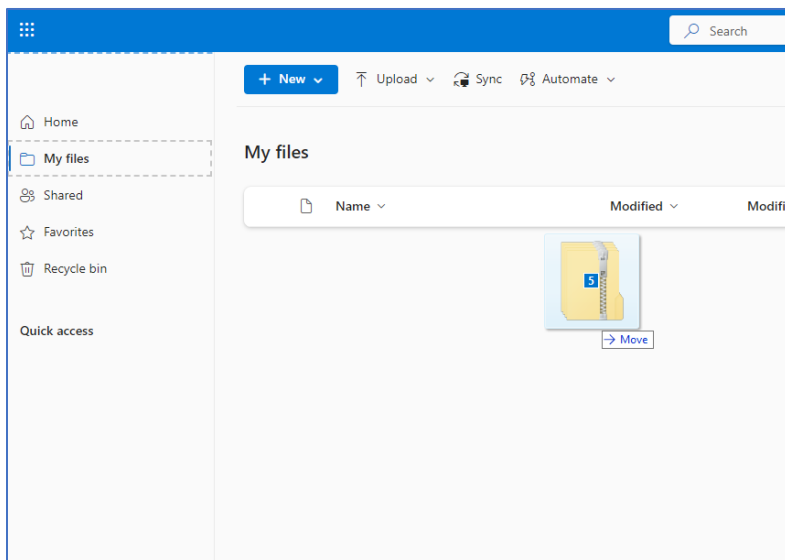
NOTE: Make sure you are uploading the direct document or folder and not shortcuts

- Shortcuts are links to other files or folders on the file system.

- OneDrive **will** allow you to upload a shortcut but:
    - A shortcut will preserve the reference location of an item on your file system, not the actual contents of the file or folder.
    - A shortcut is indicated by an arrow icon, it is highlighted in red in the image above

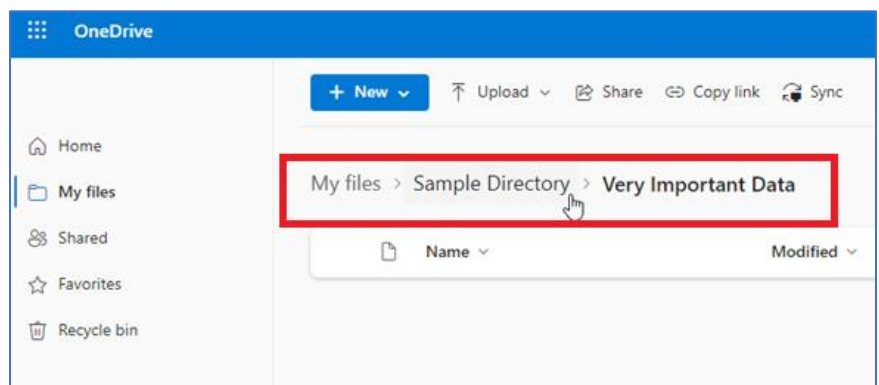## 4.5 Navigating OneDrive

4.5.1 Viewing contents of a folder

- To go inside a folder, click on the folder title.
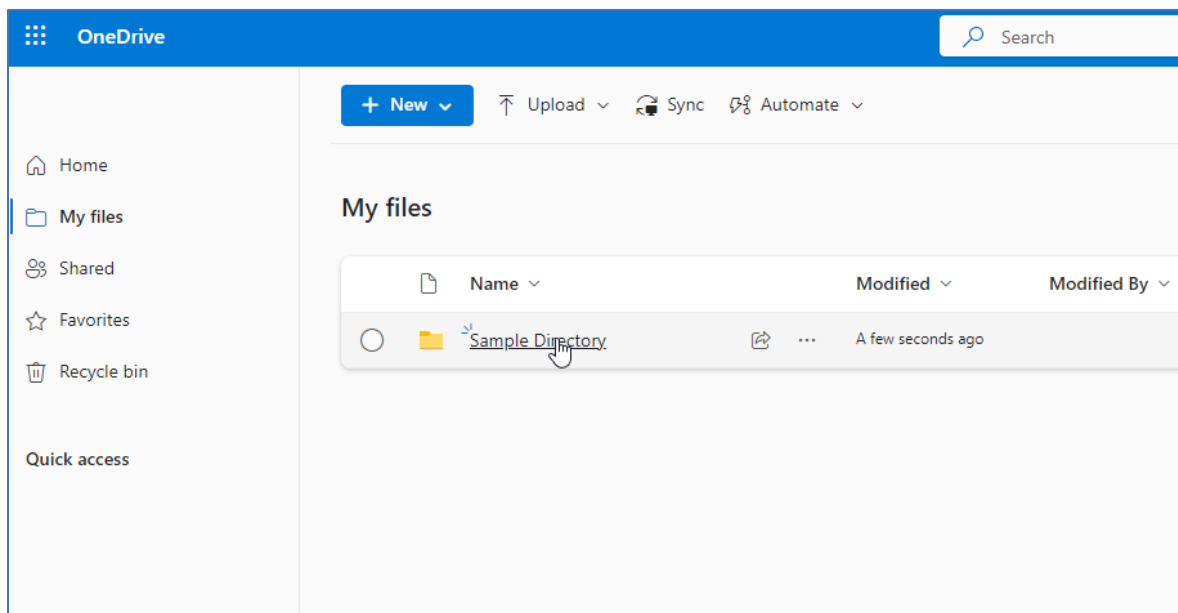
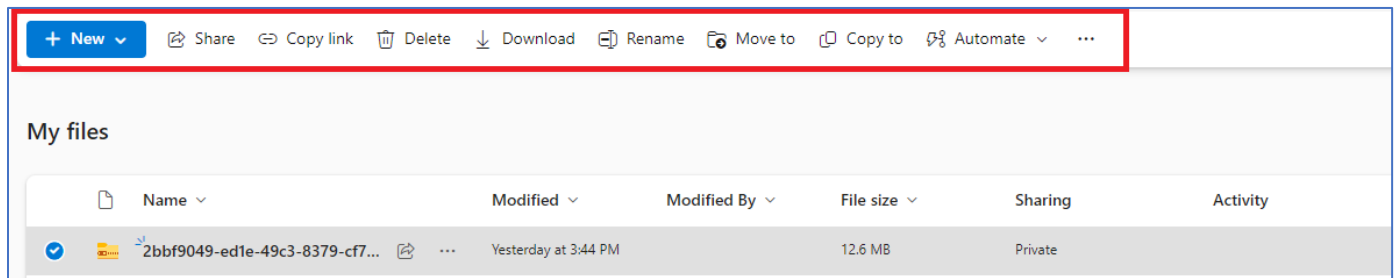### 4.5.2 Exiting a folder

- To navigate away from a folder, click where in the hierarchy you would like to navigate back to using the navigation bar.
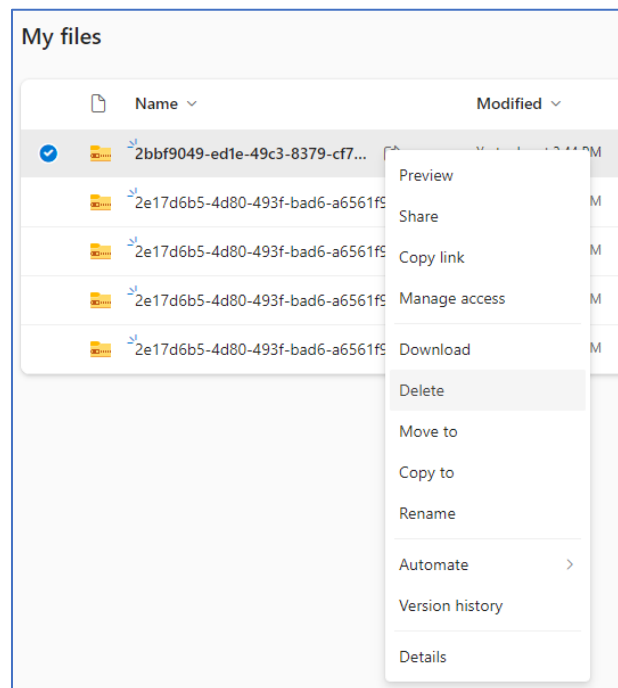
4.5.3 Managing items

- To manage items, you can click the select button next to an item and choose your desired action within the toolbar.
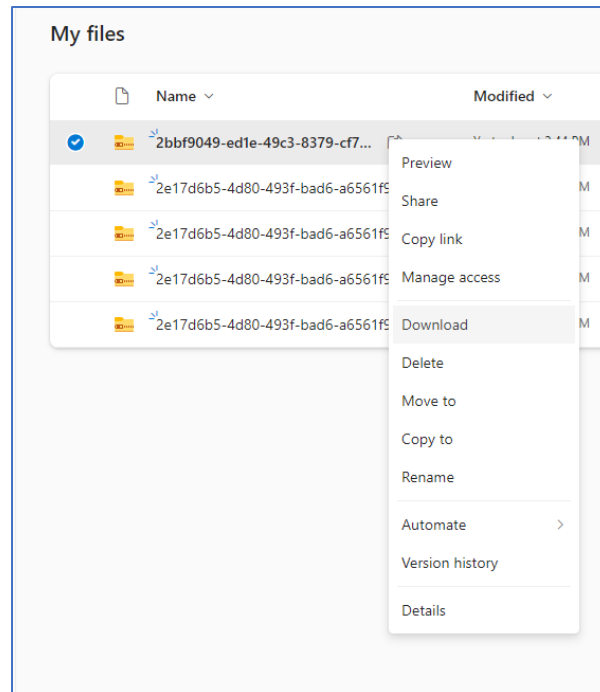

- Alternatively, you can right-click an item to access said actions.

4.5.4 Downloading files or folders

- Right-click an item and then click **Download** (folders will be saved as .zip files).

5 Exclusions/exceptions

No approved exceptions exist currently.

6 Document administration

6.1 Document owner

This document is owned by Information Management Services, which is responsible for its content and maintenance. For questions or comments, please email the Service Desk at help@faytechcc.edu.

6.2 Document review

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for ITS for review and approval before adoption.

6.3 Version History

Version	Version Date	Author	Reason / Comments
.01	3/17/2020	P. Scully	Document Origination
.02	3/18/2020	T.H	Document edits
.03	7/1/2023	M.W	Document Updates
.04	3/18/2025	L. Clark	Documentation updates & formatting
.05	Click or tap to enter a date.		

6.4 Approval History

Version	Version Date	Name	Title
1.0	3/17/2020	P. Scully	AVP for MIS
2.0	3/18/2020	P. Scully	AVP for MIS
3.0	7/1/2023	P. Scully	AVP for MIS
4.0	3/24/2025	T. Prevatte	AVP for ITS/CIO
5.0	Click or tap to enter a date.		