Information Technology Services

Infrastructure Management

Microsoft 365

User Guide

OneDrive

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1 Purpose

The purpose of this document 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 500 GB of storage on OneDrive, which is to be used strictly for FTCC college and business data.

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

2 Scope

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 with 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 document.

3 Acronyms/definitions

- **AD** - Active Directory. A directory service, such as Active Directory Domain 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))*

- **M365** – Microsoft 365

4 Procedures

A. FTCC utilizes Single Sign-on (SSO), which is an authentication process that allows users to log in once with a single set of credentials to access multiple applications and websites.
B. FTCC also utilizes Multi-Factor Authentication (MFA), which is a security enhancement that requires two or more forms of verification (like a password plus a code sent to your phone).
C. When accessing an M365 service or accessing services off-campus, you may be prompted to authenticate your sign-on.
   a. If you have not set up MFA or installed the Microsoft Authenticator App, please follow these instructions: (MFA + Registering for SSPR). For further assistance in setting up your Microsoft Authenticator, please contact the Service Desk (help@faytechcc.edu).

4.1 Confirm OneDrive is installed on your device

1. To confirm that the client is installed on your machine, you can:
   a. Check to see if a blue cloud icon is present in your system tray (in the lower right-hand corner of your screen)
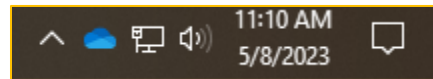
   b. You can also click the Start button (in the lower left-hand corner of your screen) and start typing "OneDrive" to see if any application is displayed.
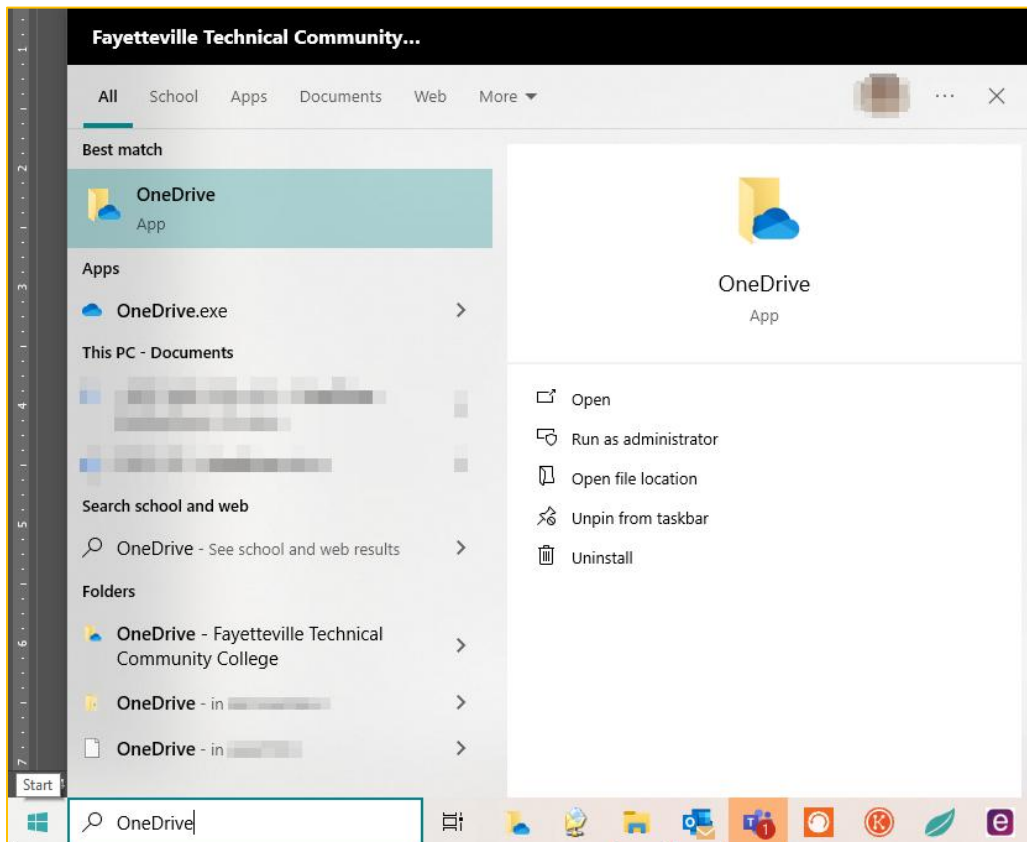
2. **<u>If the client is not installed on your device</u>**, you should contact the Service Desk by phone (910-678-8502) or email (help@faytechcc.edu) to request an install
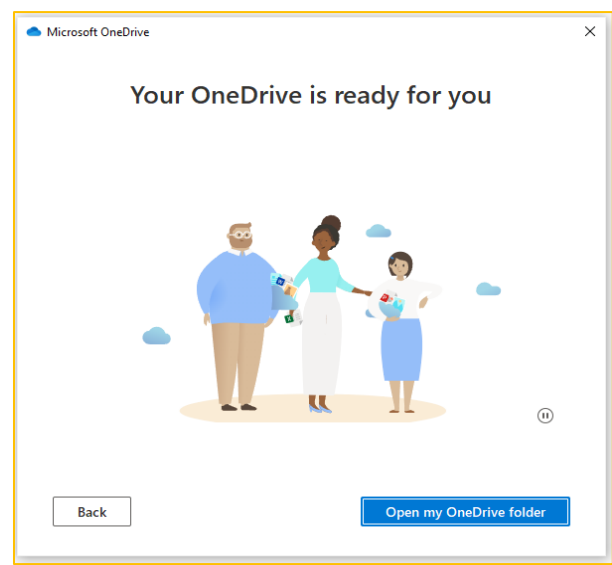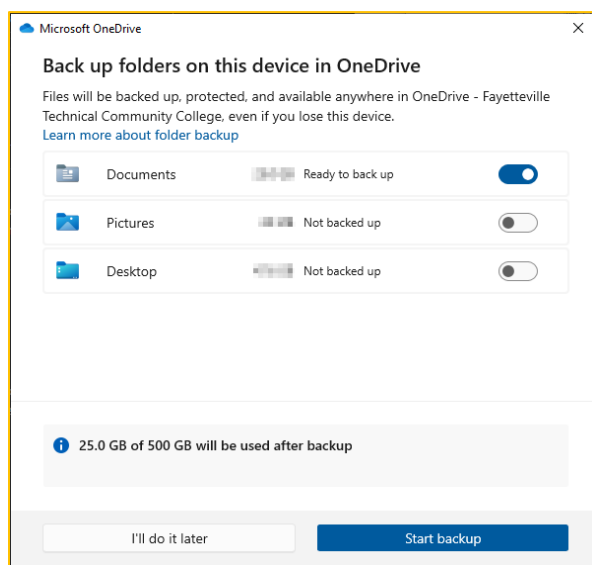
4.2 Syncing to OneDrive

1. Sign in to OneDrive once you have confirmed it it installed. Click on the OneDrive shortcut, type in your FTCC email address, ensure it is typed correctly, and click "**Sign In**".
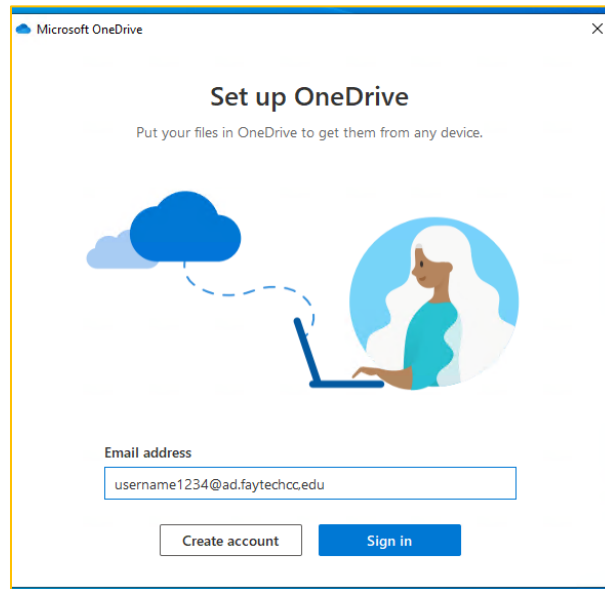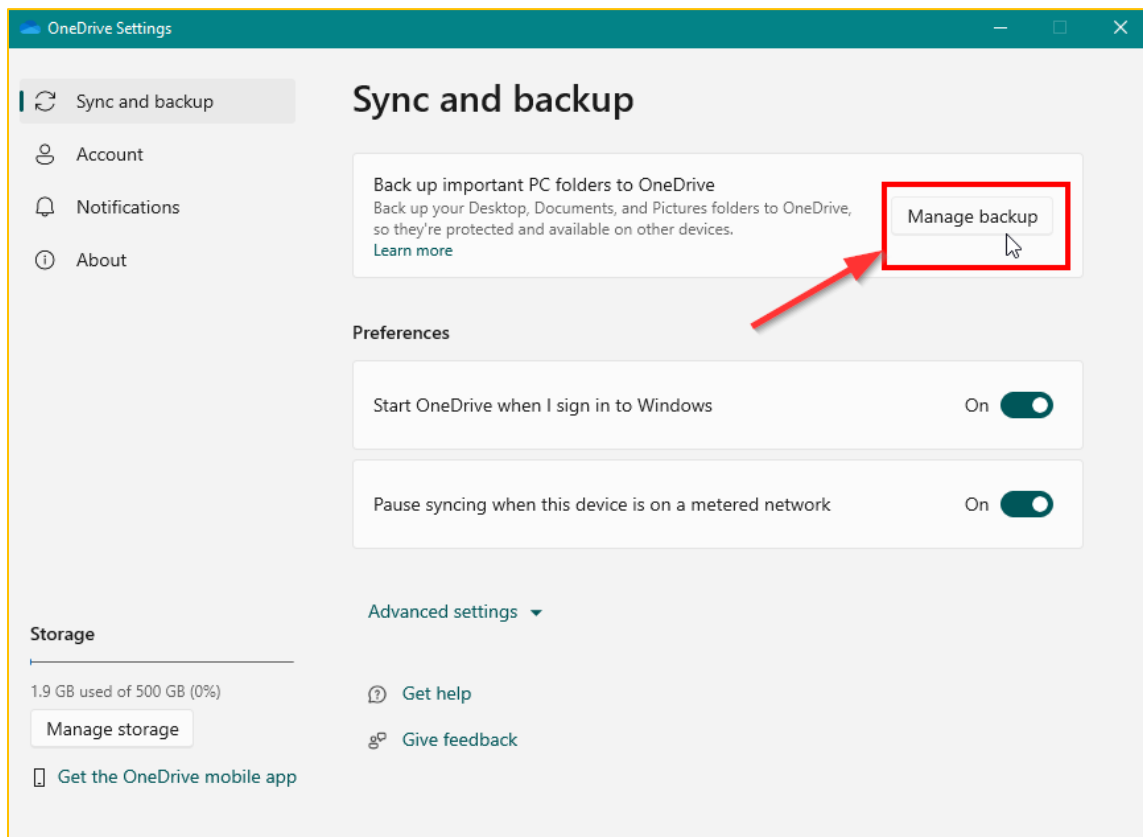

4.2.1 Syncing to OneDrive: Choose Folders

1. Select your desired folders to back up and sync to OneDrive and select "**Start backup**".

   a. *Note*: By default, OneDrive syncs your Desktop, Documents, and Pictures folders. Once you select the folders to sync to OneDrive, any document changes that you make within the folders selected will be continuously synchronized via the OneDrive sync app.
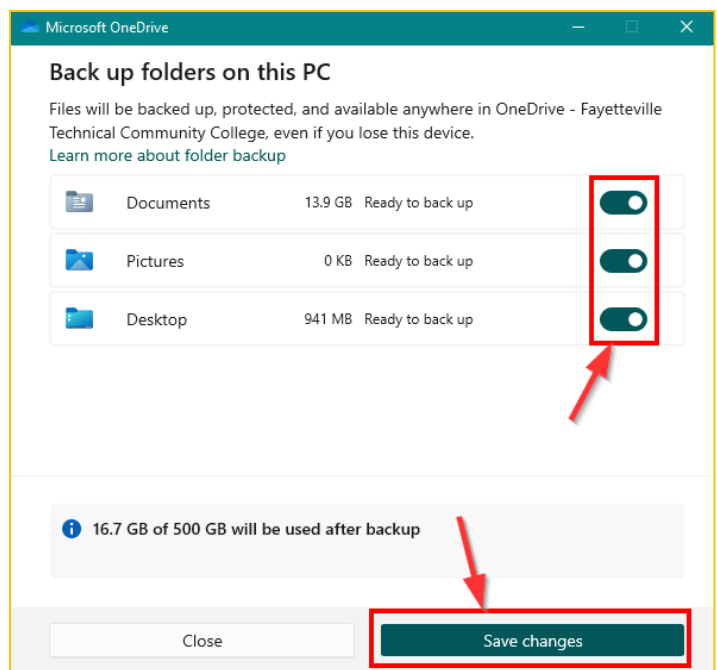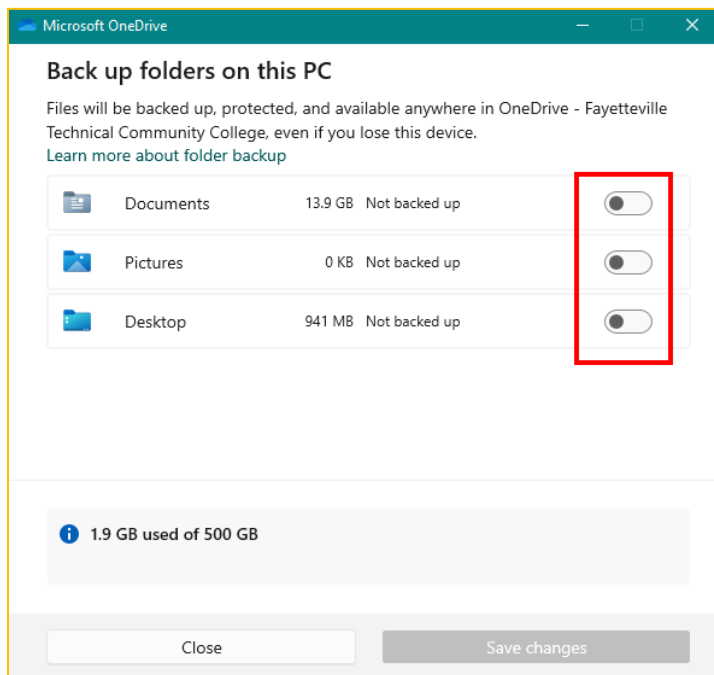
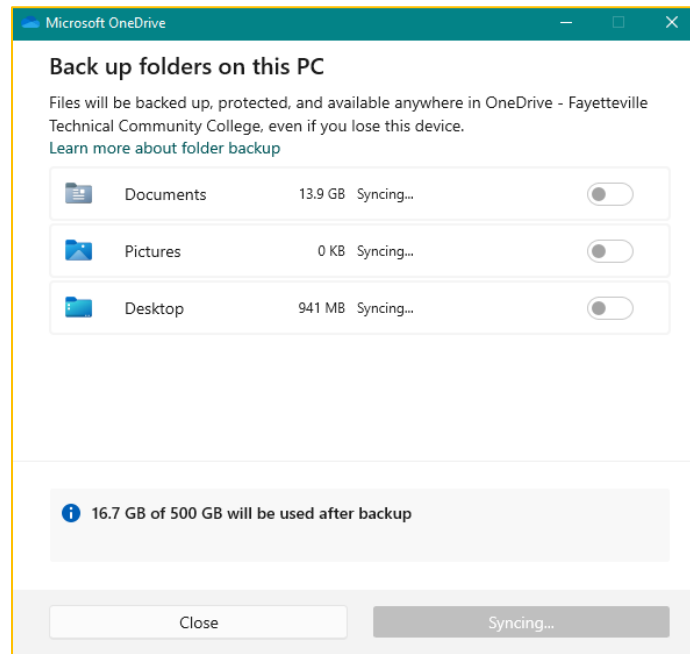## 4.2.2 Syncing to OneDrive: Manage backups

1. Click "**Manage backup**"

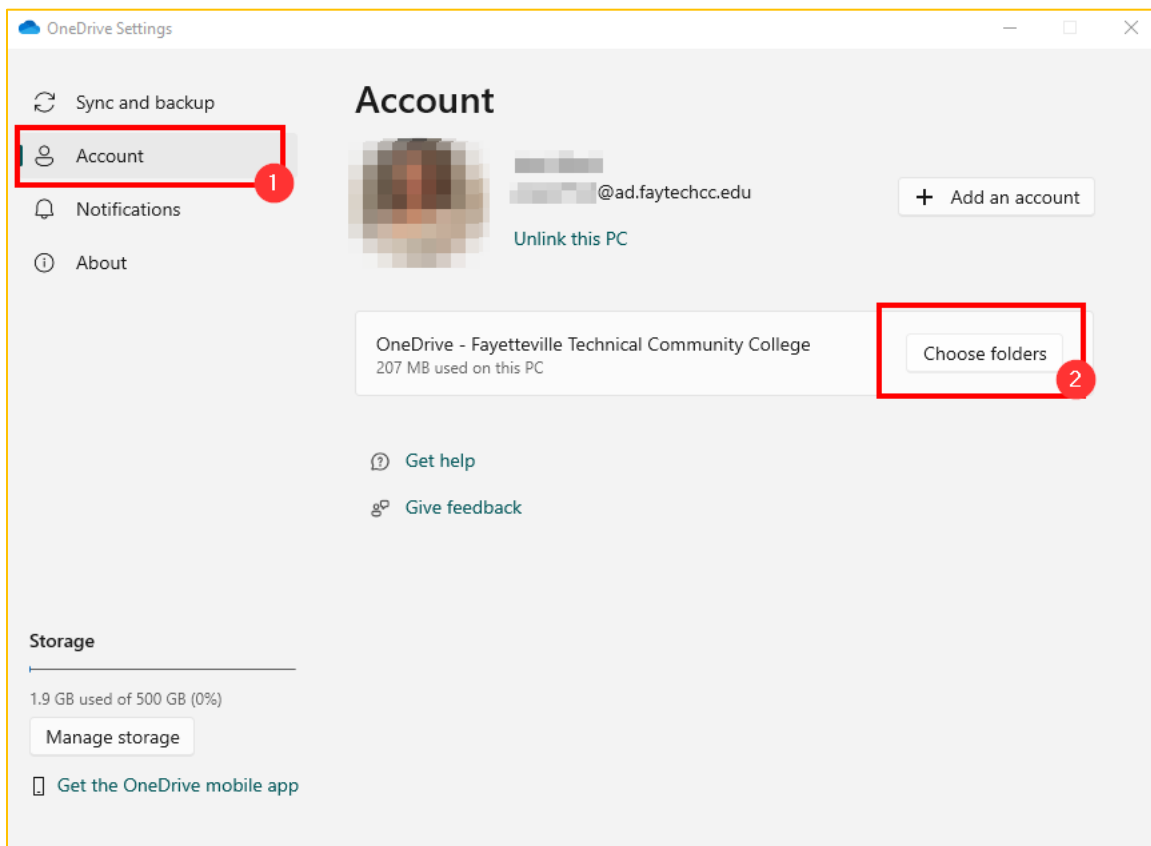2. Ensure your local files are selected to backup to OneDrive and select "**Save changes**"

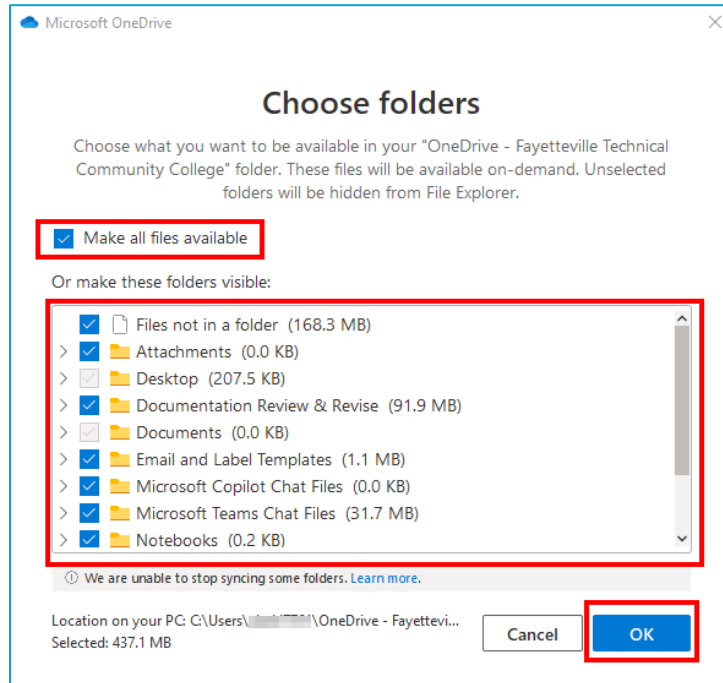3. The folders selected will immediately sync to OneDrive

4.2.3 Syncing to OneDrive: Choose additional folders

1. With the OneDrive settings window open, select "**Account**" and "**Choose folders**"

2. Choose **"Make all files available"** or select the folders you want available in OneDrive and select *"Ok."*

4.2.4 Syncing to OneDrive: "Some files can't be backed up"

3. If you have not closed out any files/folders during the syncing process, it will notify you that "Some files can't be backed up" with details of which files and folders failed during the sync

4. If you are notified that these files/folders are currently open, please close them out and select "**Try again."**

5. If you are unable to close out currently opened files/folders, please press *'Skip'*
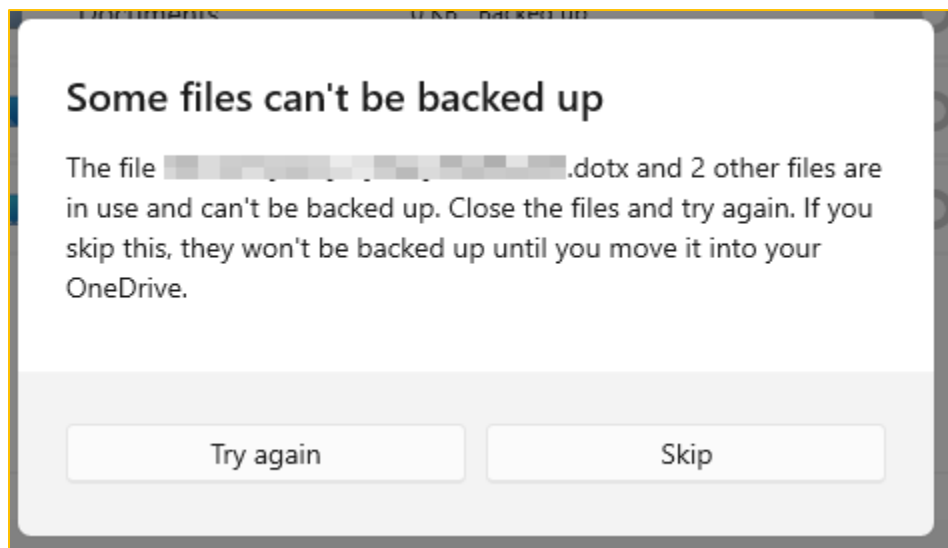
4.2.5 Syncing to OneDrive: View sync progress

1. You can view the progress of the sync by clicking "**View progress**" until all files/folders are listed as *"Backed up."*
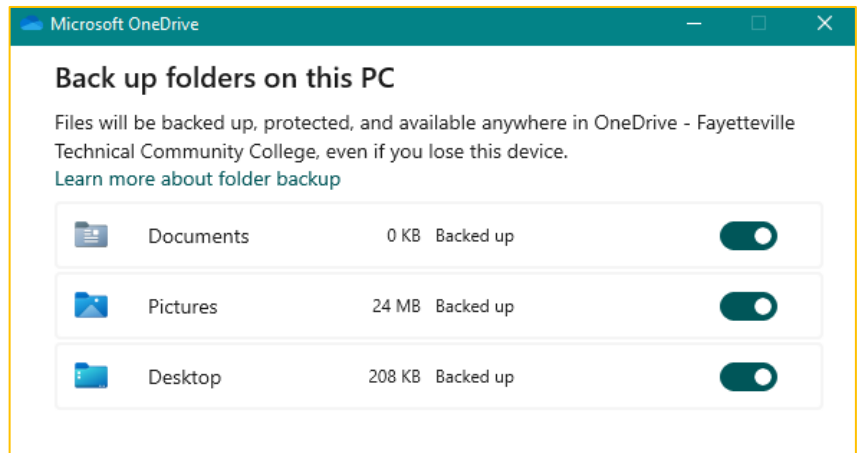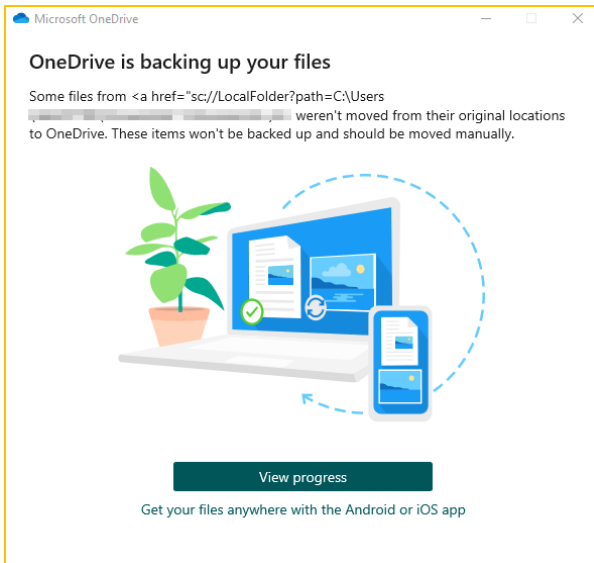
4.2.6 Syncing to OneDrive: Notification settings

2. You can choose to be notified when your OneDrive syncing is paused by going to the OneDrive settings, selecting **"Notifications",** and then ensuring that **"Notify me when syncing is paused"** is turned on
   a. This will ensure that anytime a file or folder is not synced or syncing has been paused due to the file being opened, you will receive a desktop notification in your system tray
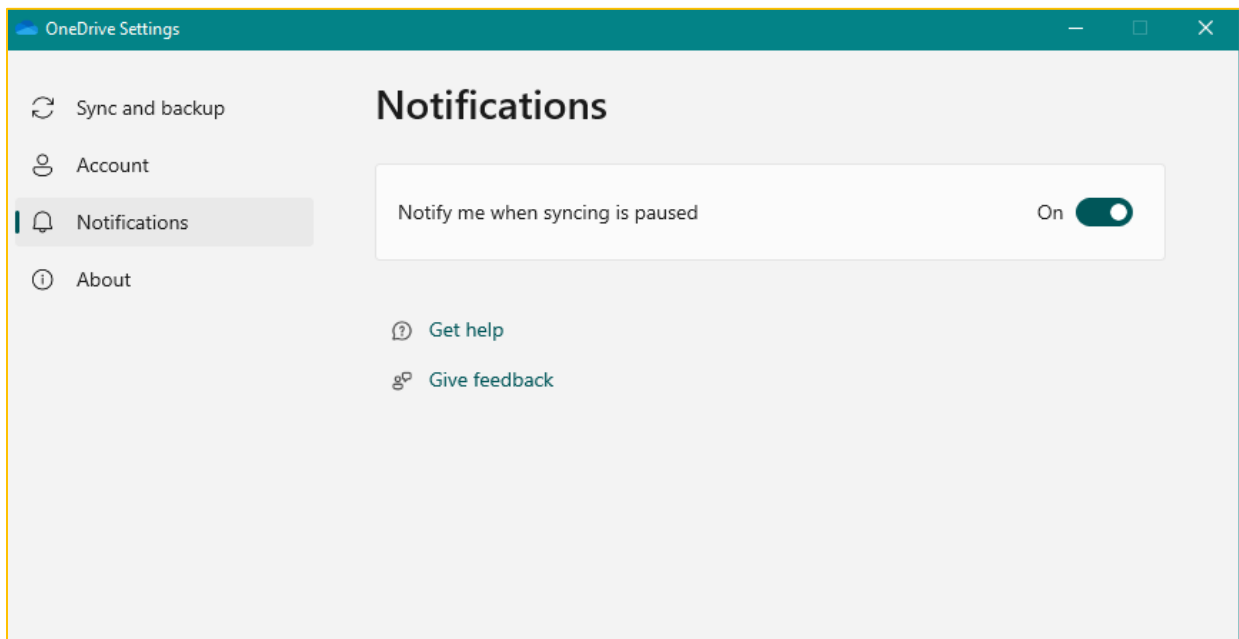
4.3 Access to files and folders

4.3.1 Access Files: Web

1. 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.

2. 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//)

3. Log in with your email and current password: [**ADUsername**]@ad.faytechcc.edu and your current password

   a. Example: *doej1234@ad.faytechcc.edu*

   b. *Example: Password24!*
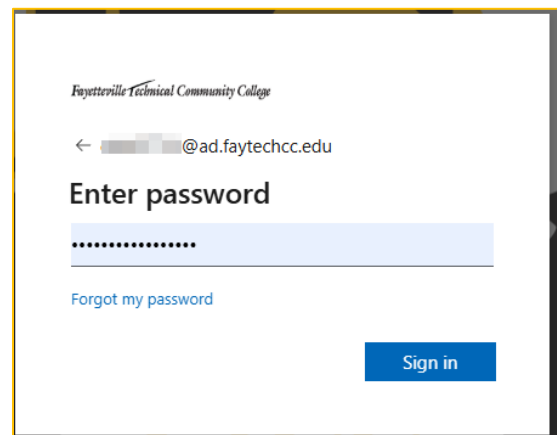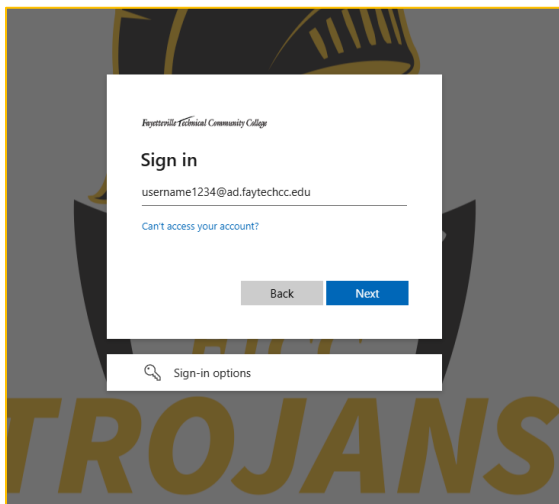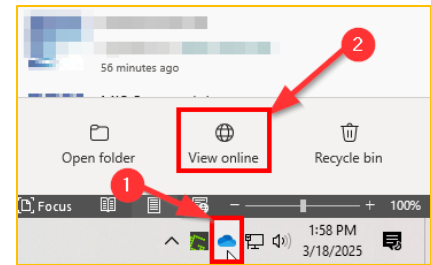
4. After successfully logging in, you will be taken to the OneDrive home page, which will display your recently accessed documents.
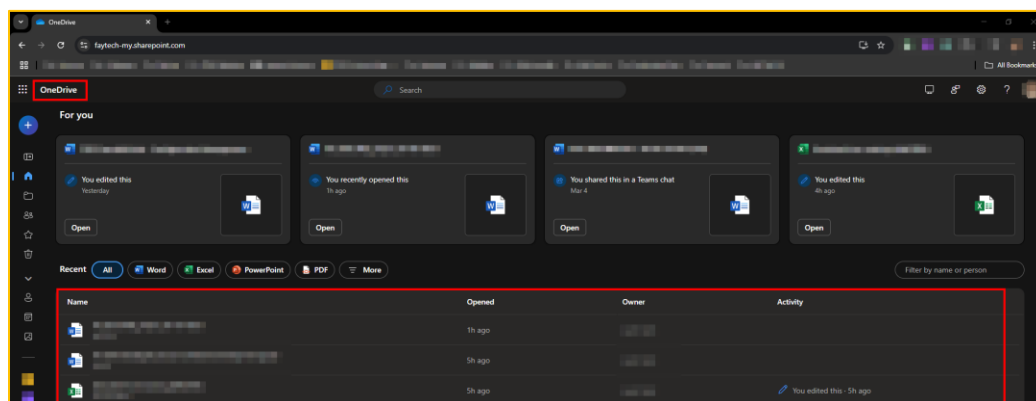
5. To see your complete OneDrive file structure, click My Files on the left side.
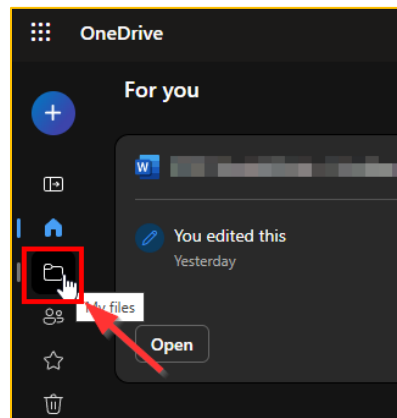

4.3.2 Access Files: File Explorer

You can view your OneDrive sync status, files, folders, and other related account and backup settings anytime by clicking the blue cloud icon in the system tray located in the bottom right-hand corner of your desktop

1. Click on the blue cloud icon in the system tray

2. Click "*Open folder*"

3. OneDrive will open in File Explorer

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

4. OneDrive will download the file to your computer, and you can work on it offline.
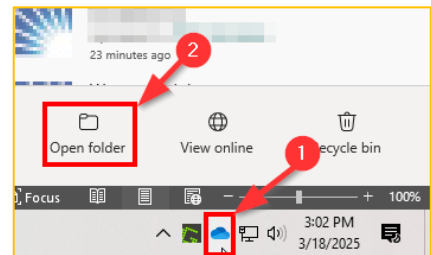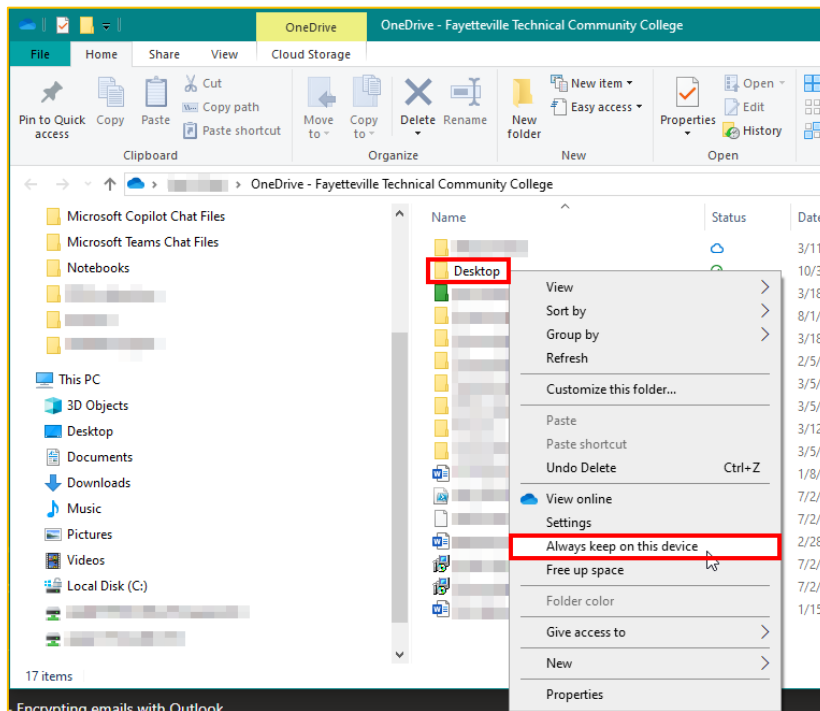
4.4 Sharing files

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

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

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

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

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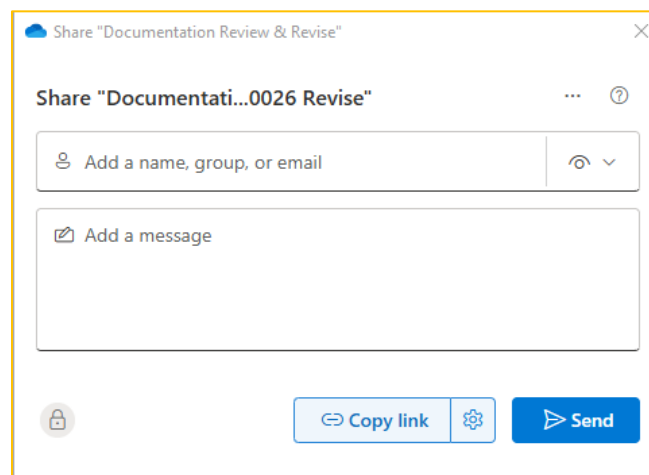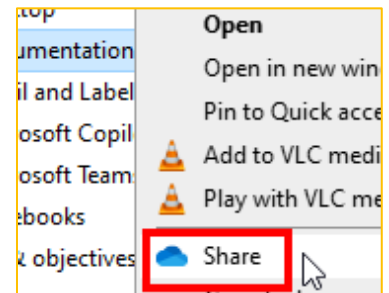
3. You can also choose to share it by copying the link and pasting it in an email, Teams, etc., which will allow you to "manage access" to the document once it has been shared
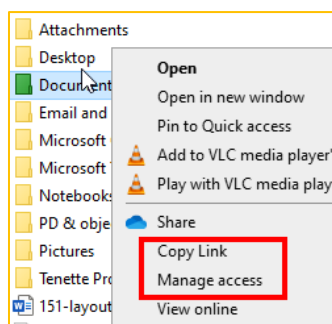
4.5 Collaborate on files

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

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

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

4.6 Creating New Items

1. 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.

2. If you wish to create a new item on the desktop applications, open Word, Excel, PowerPoint, or any other application, and ensure you are saving it to your OneDrive folder, which is synced [if the sync client (blue cloud icon in lower right-hand corner of screen) is actively running] to access with the methods listed above.
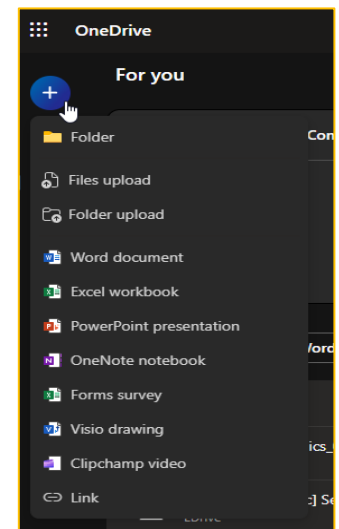
4.7 Upload files and folders

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

    a. Click "Files Upload" or "Folder Upload" on either the Home or My Files pages

        i. After clicking the 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

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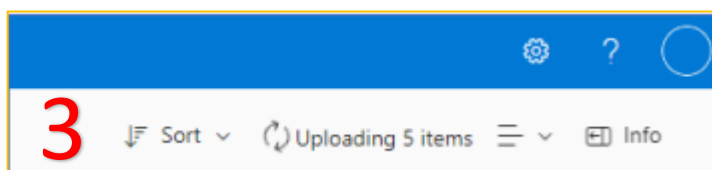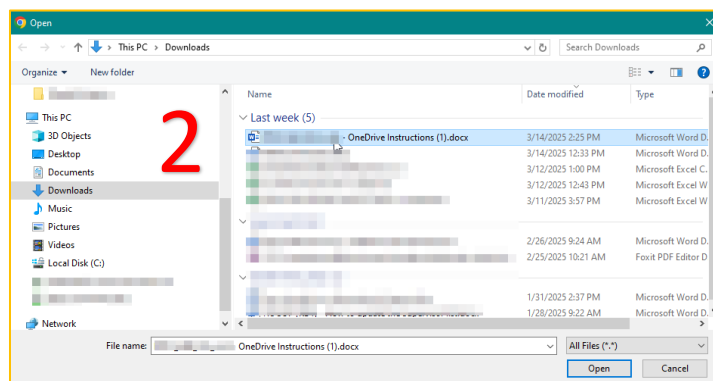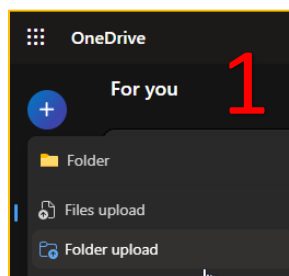
b. Alternatively, you can drag and drop any selected files and folders from File Explorer into the My files page (dragging multiple files at once is also possible):

    i. You can drag and drop them into the "My files" section or choose a folder that already exists to drop the desired items

        a. A notification will be displayed letting you know that the items are being uploaded, and all files and folders will be visible upon completion
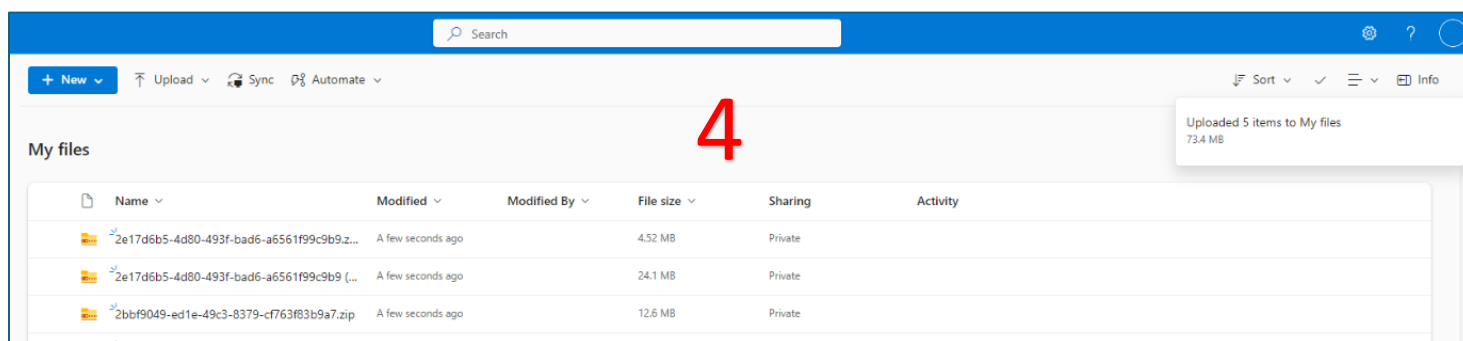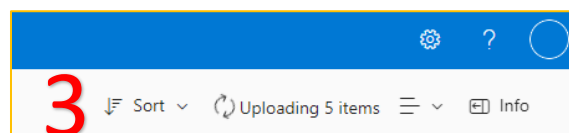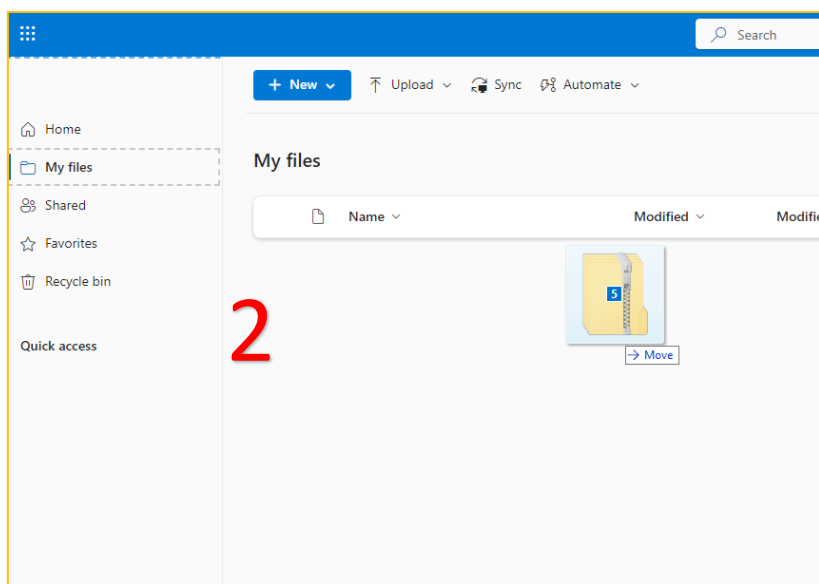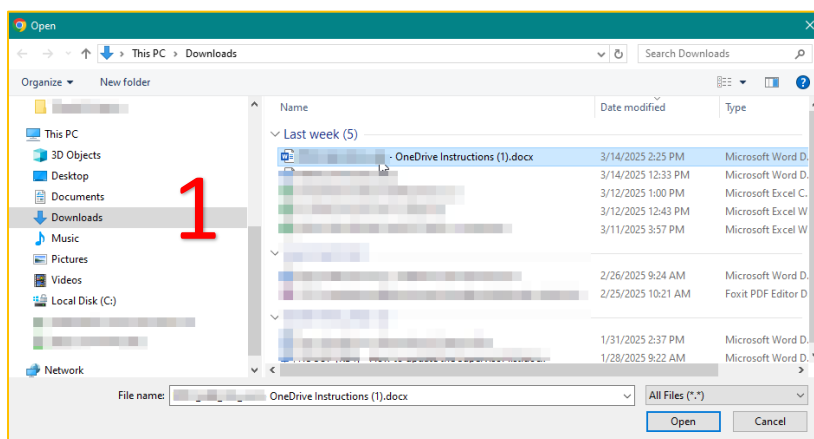
c. *Note*: Make sure you are uploading the direct document or folder and **not a shortcut**
   i. Shortcuts are links to other files or folders on the file system.
   ii. OneDrive **will** allow you to upload a shortcut, but a shortcut will preserve the reference **location of an item** on your file 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 to the left

4.8 Navigating OneDrive on the web

4.8.1 Viewing contents of a folder

1. To go inside a folder, click on the folder title.
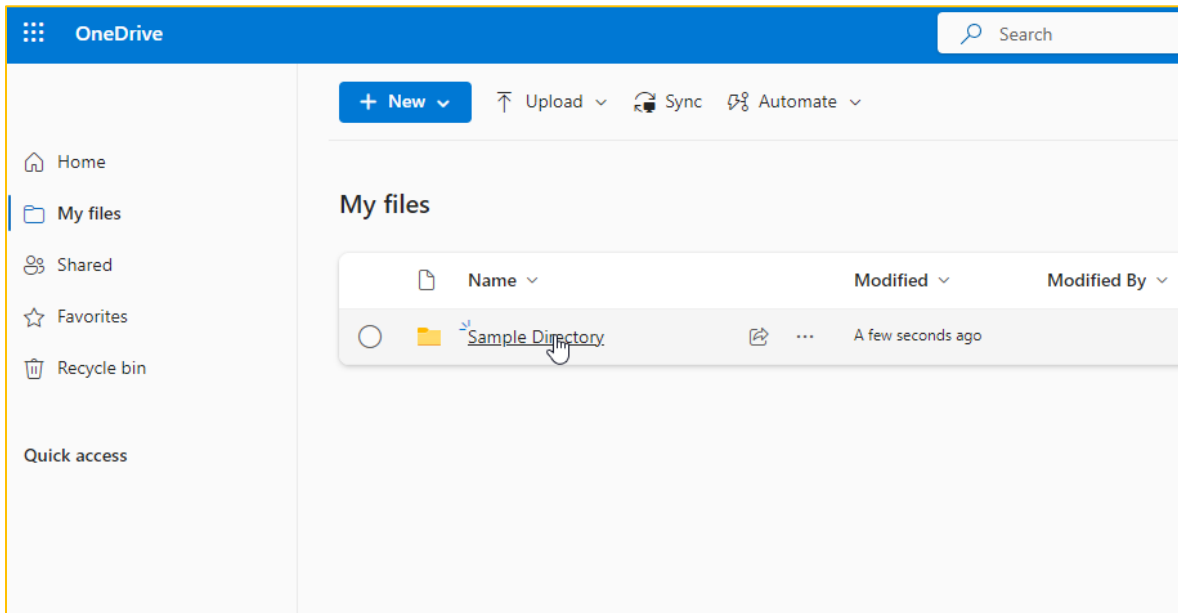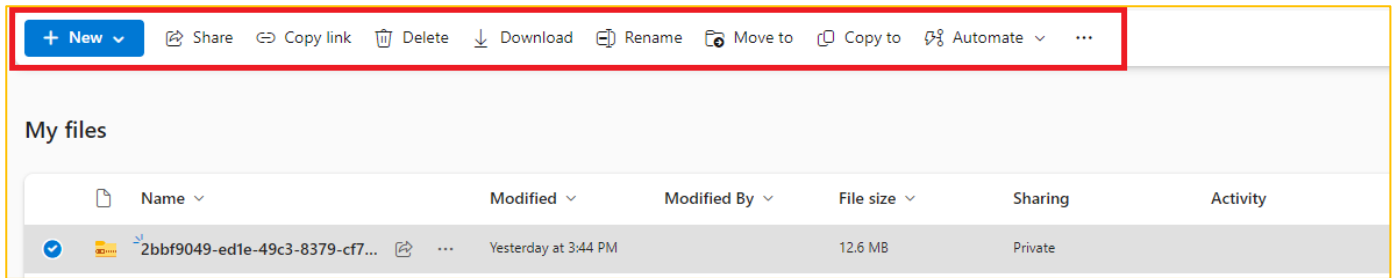

4.8.2 Exiting a folder

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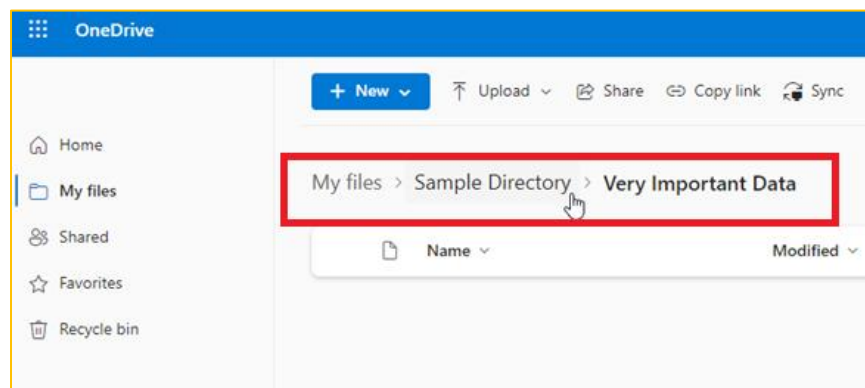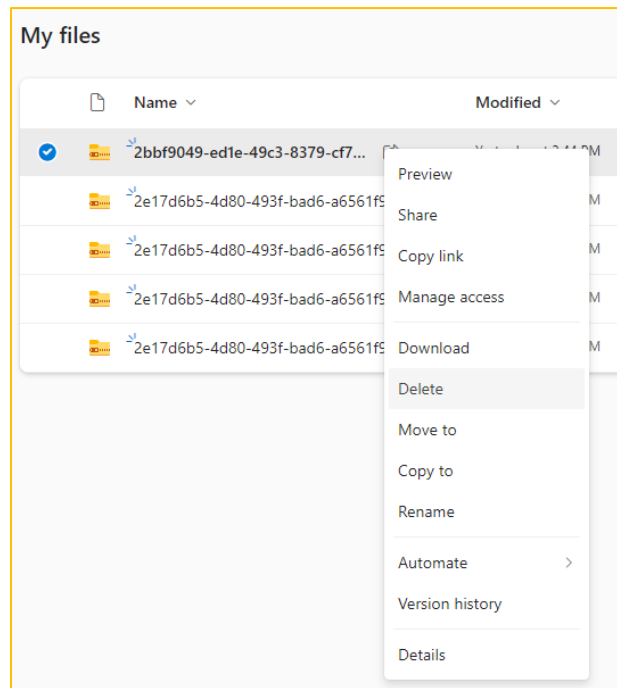
4.8.3 Managing items

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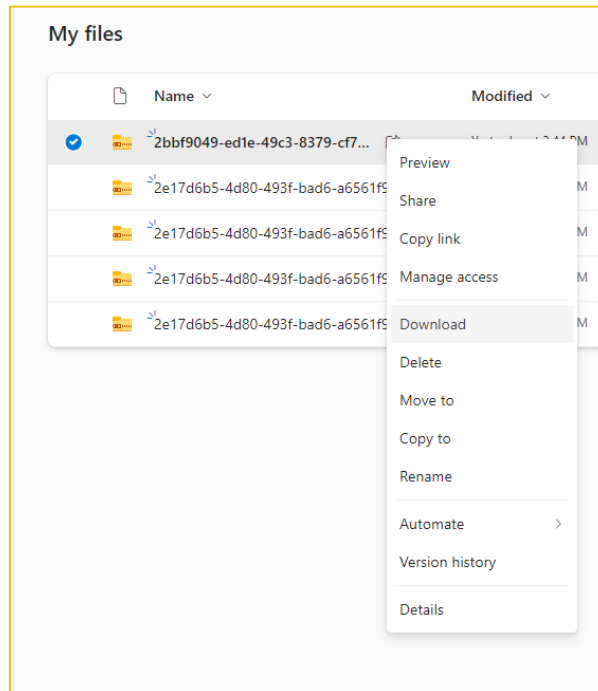

2. Alternatively, you can right-click an item to access said actions.

4.8.4 Downloading files or folders

1. 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 that 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
1.0	3/17/2020	P. Scully	Document origination
2.0	3/18/2020	T. H	Document Edits
3.0	7/1/2023	M. W	Document the steps for updating
4.0	3/18/2025	L. Clark	Document updating and formatting
4.1	10/22/2025	L. Clark	Formatting/ Font updates
4.2	10/30/2025	L. Clark	Combining the "Saving to OneDrive" document with this document
5.0	Click or tap to enter a date.		
6.0	Click or tap to enter a date.		
7.0	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
4.1	10/23/2025	T. Prevatte	AVP for ITS
4.2	10/30/2025		
5.0	Click or tap to enter a date.		
6.0	Click or tap to enter a date.		