MICROSOFT 365 <u>ONEDRIVE</u> FREQUENTLY ASKED QUESTIONS

What is OneDrive for Business?
OneDrive is an integral part of Office 365. OneDrive is a Microsoft-hosted location where employees can store and share files and access files from anywhere using any Internet-connected device.

How does OneDrive for Business work?
Getting started with OneDrive for Business is easy. You can add files already on your computer to OneDrive by either copying them over or moving them from your computer through drag-and-drop. When you save new files, you can choose to save them to OneDrive so you can get to them from any device and share them with other people. And, if your computer has a built-in camera, you can automatically save copies of the photos in your camera roll to OneDrive, so you'll always have a backup.

How can I benefit from using OneDrive?
Here are a number of ways you can benefit from using OneDrive:
- Automatically save a backup copy of your files.
- Access your files from anywhere.
- Easily switch between different devices.
- Share files with whomever you want – whenever you want.
- Free access to Office online.

Do I have to install the OneDrive app on all my computers?
No. If you don't want to keep all the files in your OneDrive on a computer, you can still work with your OneDrive on that computer by going to the OneDrive website.

How should I prepare for my files to be moved to OneDrive?
The process of moving your files is relatively simple. While your files are moving, you may not edit them, so plan on doing other work tasks that do not require you to work within your files.

Will my folder structure look different in OneDrive?
No. The file or folder structure of your documents will be preserved in OneDrive.

Will my files still be private once they are moved to OneDrive?
The files and folders you store in OneDrive are private until you decide to "share" them with specific people. As the owner of your documents, you also have the ability to stop sharing files with specific people at any time.

What does the OneDrive folder do?
When you install the OneDrive app for PC or Mac, a copy of your OneDrive is downloaded to your Mac or PC and put in the OneDrive folder. This folder is kept in sync with OneDrive. If you add, change, or delete a file or folder on the OneDrive website, the file or folder is added, changed, or deleted in your OneDrive folder and vice versa.

To upload files to OneDrive automatically, just copy or move the files to your OneDrive folder using the File Explorer/Finder, or save them in your OneDrive folder from an app. Files you upload this way can be up to 2 GB in size. If you installed the OneDrive app on other computers, the files will automatically be added to the OneDrive folders on them, too.

You can also use the File Explorer/Finder to rename and delete files, create new folders, and move files around in your OneDrive folder. The changes will automatically be made in OneDrive and your other computers that have the OneDrive app installed.

Can I store files in Documents or on my desktop?
Yes, you may. Documents that are on the desktop or in the **Documents** folder will be synced to OneDrive by default every time the computer is connected to the Internet.

Can I access my OneDrive files from my phone or tablet?
Yes. OneDrive has an app for iOS and Android devices that you can download and use to access your files, depending on the license added to your account.

Can I edit documents within OneDrive?
Yes, you can edit files within OneDrive using the web app versions of Microsoft Office programs, including Word, Excel, PowerPoint, and OneNote. To open a file within OneDrive, click on the file name and choose "**Edit Document**" and then "**Edit in Web App**" from the top menu bar. When you share a document with another user, you can choose whether to give that user editing rights. OneDrive will remember the ten most recent versions of edited documents.

Can I just share files by attaching them in my emails as I did before?
With OneDrive, you'll never need to attach files to your emails again, and in fact, we recommend you don't. From a collaboration standpoint, it is cumbersome to work on files together when everyone is editing their own copy. And from a resource standpoint, emailing attachments duplicates copies. You would attach your files using a link. The function appears the same in Outlook, but it will provide the option of attaching the link or an attachment. Whenever possible we suggest using the link.

How can I tell when a shared document has been edited in OneDrive?
If it's a Word, Excel, PowerPoint document, there is a **Comment** tab/section that indicates the person editing and which section they have edited. A color corresponding to a person's name will show in the section they have edited on the document, thereby clearly knowing where changes were made in real time or at a previous time.

Where is my data housed?
Data in OneDrive is housed on Microsoft's cloud infrastructure.

How do I sync documents to OneDrive?
The OneDrive sync app lets you synchronize your OneDrive library to your local Windows PC. To sync OneDrive, sign in to Office 365, select **OneDrive** at the top of the page, and then click **Sync**.

How do I upload files to OneDrive?
There are two ways to upload files on OneDrive:
- **Option 1:** Upload the files from the OneDrive default view
    1. Login to **Office 365**.
    2. Select **OneDrive**.
    3. Click **Upload**.
- **Option 2:** Upload the files from the **Files** tab
    1. Login to **Office 365**.
    2. Select **OneDrive**.
    3. Click the **Files** tab.
    4. Click **Upload Document**.

How do I create a new folder or file?
In Office 365 portal, click the **OneDrive** app. Click on **+ New** tab on the top menu. Select **Folder** to create a new folder, a document (**Word**, **Excel**, **PowerPoint**, **OneNote**, or **Forms**) to create a new document, or **Link** to open up a link.

How can I share my files and folders in OneDrive?
You can share your files and folders in OneDrive by either:
- **Invite**: This option lets you give specific individuals or groups permission to items, so that you can remove individual permissions later if you need to. Another benefit of sharing items this way is that recipients can quickly access them from their **Shared** view on the OneDrive website.
    1. Select the **document** you wish to share.
    2. Select the **Files** tab.
    3. Click **Share**.
    4. Click **Invite people**.
    5. Enter the email addresses of the people you want to share with, click **Add people** to pick people from the **People** app.
    6. Add a note to recipients if you want.
    7. To change the permission level, click **Recipients can edit files** or **Recipients can view files**.
    8. Click **Send** to save the permission settings and send a message with a link to the item.
- **Get a Link**: Choose this option to share items with lots of people you might not even know personally. For example, you can use these links to post to Facebook, Twitter, or LinkedIn. You can also use them to share in email or Teams, but you won't have as much control over individual permissions.
    1. Select the **document** you wish to share.
    2. Select the **Files** tab.
    3. Click **Share**.

4. Choose the type of link you want. The permissions for the item are automatically updated when you create the link.

View only	Edit	Public
When you share items with this type of link, people can view your items without signing in. They can also forward the link to other people.	When you share items with this type of link, people can view your items and use Office 365 Online apps to edit Office documents, all without signing in. To make other edits, like adding or deleting files in a folder, people need to sign in with a Microsoft account. People can forward an edit link to other people, and anyone who receives the link will also be able to edit the items.	A public link is like a View only link, but it also allows anyone to find the shared item by searching. If you choose this option, people will be able to access the item you're sharing even if you don't publish the link you get.

5. Click **Create link**.
6. Paste the link into an email, Teams chat, document, or wherever you want to share it. Or, click **Share to**. This selects the Share charm so that you can share the link using another app.

Can I recover OneDrive files that I deleted?

To recover deleted OneDrive files, check your **Recycle Bin** on your desktop, or go to the OneDrive website and tap or click the **Recycle bin** folder on the left navigation pane in OneDrive. The default retention of deleted items is 90 days. If you can find what you are looking for, you can click on **Second-stage recycle bin** in the **Recycle bin** folder.

How can I view versions of a document in my OneDrive?

You can view a previous version of a file or item on your site as long as versioning was turned on for the library or list where the file or item was saved. To view a version of a document on your computer:

1. Select the file or item that you want to view history.
2. Click **Files**.
3. Select **Version history**.
4. In the Version History dialog box select the version of the file or item you need.

In OneDrive web app, select the document, and click on the **three dots (…)** next to the document, and select **Version history**.

How can I restore a previous document version?
To restore a document previous version on your computer:
1. Select the document for which you want to restore an earlier version.
2. Click **Files**.
3. Select **Version history**.
4. Open the drop-down menu for the document version you want to restore.
5. Click **Restore**.
6. Click **OK**.

In OneDrive web app, select the document, and click on the **three dots (…)** next to the document, and select **Version history**. A window pane will open with a list of the history of the document. Select your preferred version you would like to restore, right-click, and select **Restore**.

How can I tell who I have shared a document with?
In OneDrive, on the left-hand column navigation pane, click on **Shared**. Click on "**Shared with you**" tab to see documents or files shared with you by others. Click on "**Shared by you**" tab to see documents or files shared by you with other people.

How can I check to see how much space I have left on my OneDrive account?
There are two ways you can check how much space you have left on your OneDrive account:
Option 1: Viewing through your OneDrive account
1. Click **Settings**.
2. Click **Site Settings**.
3. In Site Collection Administration click Storage Metrics.
Option 2: Viewing through your Windows notification area
1. Right click the OneDrive icon in the Windows notification area, and then select **Manage storage**.
2. Select **View OneDrive storage**.

How do I set my Language, Time zone, and Regional settings?

In OneDrive, click on the **Settings** ⚙ icon at the top of the screen next to the **Profile** icon. Under "**Language and time zone**" click on **Change your language**. Change your **Languages** and **Region** in the "**Settings and Privacy**" page.

Will the UNM Main Campus OneDrive combine with the North Campus HSC OneDrive, or will they be separate?
UNM's and HSC's OneDrives will not combine, and they will be separate.

Will I still have access to our N: shared drive, and will it be replaced by OneDrive?
The N: shared drive is not going away. But to be absolutely certain, contact HSC IT Support to verify for your particular department. In terms of syncing between your shared drives and your other drives on your computer, OneDrive allows you to save your documents on the cloud where they are secured by Microsoft. With that, you can have your files saved on your computer as well as on OneDrive.

Can we sync UNM Main campus OneDrive with the HSC OneDrive?
No. This is because Main Campus OneDrive is only associated with the @unm.edu domain name, and HSC OneDrive is associated with @salud.unm.edu, for example. UNM Main Campus and HSC act as two separate entities in terms of IT Support, servers, and domain names. Also, HSC is held by HIPAA Rules, which is imperative that the two campuses stay separate so that HSC sensitive information is not accessible to Main campus.

Is it safe for our department to use OneDrive as the primary storage solution?
Yes, and that way, you can collaborate between documents electronically with your colleagues, and have Microsoft's secure access.

If a document is shared in more than one team in Teams, how do you know which version is the most current?
To know the most current version of a document for both OneDrive and SharePoint, click on the **three dots (…)** next to the document. A menu will open, and click on **Version history**. You will see the most current version and previous versions of the document.

Do we receive notifications to a document we have shared out with others in OneDrive?
Yes, you do. Click on the **three dots (…)** next to the document. Click on **Alert me**. A dialogue box will open up with several choices including: how you want the alerts to be sent to you (through email or text message), to receive alerts based on any changes made to the shared document, and when to receive alerts (immediately, daily, or weekly).