

Windows laptops & PCs | Easy | 2 min read

How to back up your folders with OneDrive

OneDrive is Microsoft's cloud storage. It can automatically keep copies of your Desktop, Documents and Pictures folders online, so that you do not lose them if your laptop is lost, stolen or broken.

Quick fixes to try first

- Check you have a Microsoft account. It is the same sign-in you may use for Outlook or Hotmail.
- Check your internet connection is working.
- Know that free accounts include limited space, often 5 GB. Check how much you need before you start.

Step by step

1. Click the white or blue cloud icon at the bottom right of the screen. If you do not see it, click the small arrow to show hidden icons.
2. Sign in if asked.
3. Click the gear icon, then **Settings**.
4. Windows 11: choose **Sync and backup**, then **Manage backup**. Windows 10: choose the **Backup** tab, then **Manage backup**. The exact wording may differ slightly.
5. Choose which folders to back up, such as **Desktop**, **Documents** and **Pictures**.
6. Click **Save changes** or **Start backup**. Your files begin uploading, and a cloud tick appears on files once they are safe.

If that did not work

- If it says your storage is full, you can free some space by choosing fewer folders, or consider a paid storage plan. Do not turn backup off in a panic, as files may seem to disappear from your folders.
- If the cloud icon is missing, open the Start menu and search for **OneDrive**.
- If syncing seems stuck, click the cloud icon and look for the message, then try a restart.

Remember that OneDrive is a sync service. If you delete a file on the laptop, it is deleted online too, though you can restore it from the OneDrive recycle bin for a limited time. For extra safety, keep a second copy on a USB drive.

When to get more help

Stop and email us if you are unsure what happens to your files, you see errors about conflicts, or files appear to be missing. Do not delete anything until we have spoken. Tell us what the OneDrive icon says.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.