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OneDrive is not syncing

OneDrive keeps your files in step between your computer and the cloud. When it stops, you may see a cloud icon with a red cross, a pause symbol or an error message. In most cases it can be fixed without losing anything, but please do not delete files while troubleshooting.

Menus differ between versions, so use the nearest wording.

Look at the icon

Find the OneDrive cloud icon near the clock (you may need to click the small arrow to see hidden icons). Click it. It will usually say what is wrong, such as **Sync paused**, **Signed out** or **Storage full**.

Quick checks

1. Make sure you are online.
2. If sync is paused, click **Resume syncing**.
3. If asked, sign in again with the correct account.
4. Check you have storage left in your OneDrive account. Look on the OneDrive website under your account or storage details.
5. Check your computer has free disk space.

Common causes

- **File open in another program:** Close it and wait.
- **File name problems:** Very long names, or characters such as * ? : " < > | cannot be used in file names.
- **File too large or too many files:** Sync may be slow rather than stuck. Give it time.
- **Different accounts:** You may be signed in with a personal account when your files are on a work one.

What to try next

- Restart OneDrive: right-click the icon, choose to close it, and open it again from the Start menu.
- Restart the computer.
- Install any updates for Windows and Office.

Please do not

Do not unlink the account or reset OneDrive unless advised. Resetting can cause a long re-sync, and if files exist only on this computer it is risky. First check the OneDrive website to see that your files are there.

When to get more help

Contact us if a file shows a red cross for days, if you see messages about conflicts or duplicate copies, or if files appear to have gone missing. If so, stop making changes and check the website's **Recycle bin** first.

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.