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OneDrive is using all my storage: Files On-Demand explained

OneDrive can keep your files in the cloud and show them on the PC without taking up space. Many people are surprised when it fills the drive, or worry that deleting a file on the PC removes it everywhere. This guide explains the icons, and how to free space safely.

The three status icons

In File Explorer, look at the **Status** column beside a OneDrive file:

- **Cloud outline:** the file is online only. It takes no space, but needs the internet to open it.
- **Green tick in a white circle:** the file was downloaded when you opened it, and Windows can remove it later if space is short.
- **Solid green tick:** the file is always kept on this PC.

Free up space without losing files

1. Open **File Explorer** and click **OneDrive** on the left.
2. Right-click a folder or file that you do not need on the PC.
3. Choose **Free up space**.

The file stays safe in the cloud and the icon changes to a cloud. To keep something for use offline, choose **Always keep on this device**.

Check Files On-Demand is on

Click the **OneDrive** cloud icon near the clock, then the **Settings** cog (a gear), then **Settings**. Look for **Files On-Demand** under the sync options. The place it appears differs between versions of OneDrive, so look in **Sync and backup** and **Advanced settings** if you do not see it at once.

The warning

Do not delete files from the OneDrive folder just to clear space. Deleting there deletes the file online as well, although it can be recovered from the OneDrive recycle bin for a limited time. Use **Free up space** instead.

A free OneDrive account has limited storage, which may be only 5 GB. A full cloud means new files cannot sync. You can remove files you no longer need, move them to an external drive, or buy more storage.

When to get more help

Get in touch if OneDrive says you are out of space, if files show a red cross, or if you have deleted something in error. Stop deleting and tell us what happened.

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.