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Diagnostic

On the right-hand side of your taskbar, there will be a small cloud icon representing OneDrive. Please use the table below to identify your issue. If this guide does not cover your issue or does not give you a solution please do not hesitate to contact us via the support section on our website.

 or  [OneDrive processing changes](#)

 or  [OneDrive paused](#)

 [OneDrive account nearly full](#)

 [OneDrive account full, locked or frozen](#)

 [OneDrive not signed in](#)

 [OneDrive personal sync error](#)

 [OneDrive work/school sync error](#)



OneDrive is Syncing

If your OneDrive is syncing, everything is working as intended. Sometimes a sync can take a long time, depending on the number of files you have stored there.

In our experience, this process can take between 5 minutes to 2 hours, solely depending on the speed of your internet and the size of the folder.

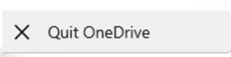
If your OneDrive has been syncing for a long time and you have seen no changes, there are a couple of things to try.

Check Internet Connection

Ensure you have a strong and stable internet connection, which can cause OneDrive to stop syncing, particularly if you are over a metered connection.

Restart OneDrive

On the right-hand side of the task bar, click on the OneDrive button .

Select settings  and Quit OneDrive .

Open the start menu  and search for OneDrive. Reopening OneDrive will restart the Syncing.

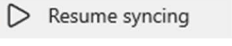
Contact Us

If your issue persists, please contact us via the support section on our website and we will be able to assist you further

Syncing Issues

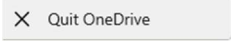
Un-Pause OneDrive

On the right-hand side of the task bar, click on the OneDrive button .

Select settings  and select Resume Syncing .

Restart OneDrive

On the right-hand side of the task bar, click on the OneDrive button .

Select settings  and Quit OneDrive .

Open the start menu  and search for OneDrive. Reopening OneDrive will restart the Syncing.

Check Internet Connection

Ensure you have a strong and stable internet connection, which can cause OneDrive to stop syncing, particularly if you are over a metered connection.

Restart your Computer

If your computer has been running for a long time, this can cause traffic inside your computer, which can cause OneDrive to fail. Try restarting your computer and see if the problem persists

Contact Us

If your issue persists, please contact us via the support section on our website and we will be able to assist you further

Storage Issues

OneDrive Account Full or Nearly Full

If your OneDrive account is nearly full, try clearing some of the older data. Files such as pictures and videos tend to take up the most amount of space.

Alternatively, get in touch with us via the support page on our website, and we can discuss upgrading your storage plan and help you locate which files are consuming the most amount of storage.

OneDrive Account Full, Locked or Frozen

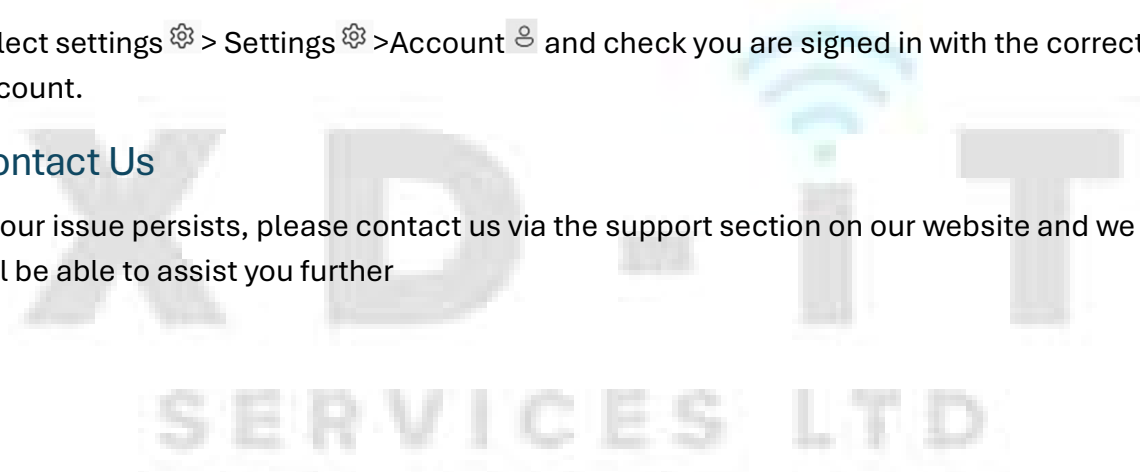
You may see an "account frozen" message and icon if you have exceeded your storage allowance and/or haven't signed in for a long time.

To check you are signed in: on the right-hand side of the task bar, click on the OneDrive button .

Select settings  > Settings  > Account  and check you are signed in with the correct account.

Contact Us

If your issue persists, please contact us via the support section on our website and we will be able to assist you further



Sign In Issues

Check that you are signed in

If you are seeing a message saying you are not signed in you can, you can check by doing the following:

On the right-hand side of the task bar, click on the OneDrive button .

Select settings  > Settings  > Account  and check you are signed in with the correct account.

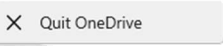
If you are not signed in, select 'Add an Account' and enter the appropriate credentials.

Check Internet Connection

Ensure you have a strong and stable internet connection, which can cause OneDrive to stop syncing, particularly if you are over a metered connection.

Restart OneDrive

On the right-hand side of the task bar, click on the OneDrive button .

Select settings  and Quit OneDrive .

Open the start menu  and search for OneDrive.

Restart your Computer

Sometimes computers get confused, too. A simple restart can clear its memory and allow it to reload OneDrive properly.

Contact Us

If your issue persists, please contact us via the support section on our website and we will be able to assist you further