



Microsoft OneDrive for Business

FAQs

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Basic Information

What is OneDrive?

With OneDrive, you get 5 TB (additional storage space allocated as needed) of free storage in the cloud to store your files and photos, sync across all your computers, and even edit and collaborate on Office documents. You can access the latest version of your files from any computer or phone - no cables or USB flash drive necessary.

Share photos and files through email, by sending a short link in a text message, or by posting them to a social network, your website or blog right from OneDrive. There's also a desktop app for OneDrive that creates a folder on your PC or Mac that syncs with your cloud folder and lets you access files on your PC remotely.

How do I access OneDrive?

You can go directly to <http://onedrive.miami.edu> or if already signed into your Office 365 account at <http://email.miami.edu> you can select OneDrive from the Navigation Pane at the top of the window, the icon should look like this  .

What is my OneDrive quota?

With OneDrive, you get 1 TB (additional storage space allocated as needed) of free storage in the cloud to store your files and photos, sync across all your computers, and even edit and collaborate on Office documents.

Does OneDrive count against email quota?

No, your OneDrive quota (1 TB) is separate from your email quota of 50 GB.

Why is OneDrive creating duplicate files with my computer name at the end?

OneDrive creates a file with the computer name appended whenever a conflict is detected. For instance, if you have a file named "MyFile.txt", OneDrive will create "MyFile-ComputerName.txt" in a conflict situation.

A conflict exists when the file has been updated in more than one place. An easy example is with a computer that's not connected to the internet. If you update "MyFile.txt" on the laptop, the file won't sync right away (because there's no network connection). If you also update "MyFile.txt" on your desktop, when the computer connects to the internet, you'll have a conflict, because the file was updated in two

places. As a result, OneDrive creates the conflict copy.

You'll have to manually delete the duplicate files. You can easily remove them by using File Explorer and searching for files that have the computer name in them, for example open File Explorer and navigate to the OneDrive folder on your computer, then search in the top-right for the computer name. All files that have that in the file name will appear and you can delete them easier.

What happens when I leave the University?

Upon leaving the University, you will lose access to your OneDrive account. You are responsible for migrating your files before your account is deactivated.

Working with Files

How do I add files to my OneDrive?

Once you've logged onto <http://email.miami.edu> you can add files to your library by selecting **OneDrive** in the upper right-hand corner of the screen and then click **Upload Document**.

Can I sync my OneDrive library to my computer?

See Microsoft's [Sync your OneDrive for Business files](#).

What limitations do I have while syncing my OneDrive library to my computer?

See Microsoft's [Restrictions and limitations when you sync OneDrive for Business libraries through OneDrive for Business](#).

What file types cannot be uploaded to OneDrive?

See Microsoft's [Types of files that cannot be added to a list or library](#).

How do I manage and organize my files?

See [Manage Files in OneDrive](#).

How do I backup my Documents, Pictures, and Desktop folders to OneDrive?

See [Back up your Documents, Pictures, and Desktop folders with OneDrive](#).

How do I restore deleted files or folders?

See [Restore deleted files or folders](#).

Sharing and Collaborating

How do I share files and folders in OneDrive?

See [Share OneDrive files and folders](#).

How do I work with shared files and folders?

See [Work with shared files and folders in OneDrive](#).

How do I see the files that have been shared with me?

See [See files shared with you in OneDrive](#).

How do I see the files I have shared?

See [See files you shared in OneDrive](#).

How do I stop sharing files and folders?

See [Stop sharing OneDrive files or folders or change permissions](#).

Syncing

How do I sync files with OneDrive for Windows?

See [Sync files with the OneDrive sync client in Windows.](#)

How do I sync files with OneDrive for Mac?

See [Sync files with the OneDrive sync client on Mac OS X.](#)

How do use OneDrive Files On-Demand for Windows?

See [Use OneDrive Files On-Demand in Windows.](#)

How do use OneDrive Files On-Demand for Mac?

See [Use OneDrive Files On-Demand on Mac.](#)

How do I choose which OneDrive folders to sync to my computer?

See [Choose which OneDrive folders to sync to your computer.](#)



Mobile Devices

How do I set up and use OneDrive for iOS?

See [Sign in to OneDrive for Business in iOS](#).

How do I set up and use OneDrive for Android?

See [Sign in to OneDrive for Business in Android](#).

How do I upload files to OneDrive for iOS?

See [Manually upload files or photos to OneDrive in iOS](#).

How do I upload files to OneDrive for Android?

See [Manually upload files or photos to OneDrive in Android](#).

How do I find my files using OneDrive for iOS?

See [Find files in OneDrive for iOS](#).

How do I find my files using OneDrive for Android?

See [Find files in OneDrive for Android](#).

How do I delete or restore my files using OneDrive for iOS?

See [Delete or restore files from your OneDrive recycle bin in iOS](#).

How do I delete or restore my files using OneDrive for Android?

See [Delete or restore files from your OneDrive recycle bin in Android](#).

How do I share my files using OneDrive for iOS?

See [Share files in OneDrive for iOS](#).

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See [Share files in OneDrive for Android](#).