### UNIVERSITY INFORMATION TECHNOLOGY

### **OneDrive for Business FAQ's**

Updated 6/19/14

#### Question

What is OneDrive for Business?

#### Answer

OneDrive for Business is an online service that provides resources for file storage, collaboration, and communication. It provides one place for all files including: photos, videos and documents.

#### Question

How does OneDrive for Business work?

#### Answer

Getting started with OneDrive for Business is easy. You can add files already on your PC to OneDrive for Business by either copying them over or moving them from your PC. When you save new files, you can choose to save them to OneDrive for Business so you can get to them from any device and share them with other people. And, if your PC has a built-in camera, you can automatically save copies of the photos in your camera roll to OneDrive for Business, so you'll always have a backup.

Use this link: <u>http://windows.microsoft.com/en-us/windows-8/getting-started-OneDrive for Business-tutorial</u> for step by step instructions on how to:

- Copy and move files to OneDrive for Business using the OneDrive for Business app
- Move files to OneDrive for Business using File Explorer
- Save files to OneDrive for Business from an app
- Save files to OneDrive for Business from a desktop app
- Make files available offline using the OneDrive for Business app
- Make files available offline using File Explorer
- Share files and folders using the OneDrive for Business app

#### Question

How can I benefit from using OneDrive for Business?

#### Answer

Here are a number of ways you can benefit from using OneDrive for Business:

- Automatically save a backup copy of your files
- Access your files from anywhere
- Easily switch between different devices
- Share files with whomever you want whenever you want
- Free access to Office online

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#### Question

How much space do I get in my OneDrive for Business storage area?

#### Answer

25 GB

#### Question

Can I use OneDrive for Business at home, work or while traveling?

#### Answer

Yes. OneDrive for Business is available anywhere.

#### Question

What file types cannot be uploaded to OneDrive for Business?

#### Answer

Notably .exe and .shtm. For a complete list from Microsoft, see <u>Blocked file types for SharePoint Online</u>.

#### Question

How can I obtaining a OneDrive for Business account?

#### Answer

Users who are currently enrolled students, faculty and staff with the University are automatically licensed to use OneDrive for Business.

#### Question

What are the OneDrive for Business system requirements?

#### Answer

OneDrive for Business requires the following:

- **Operating system:** 32- or 64-bit version of either Windows 8, Windows 7, or Windows Vista with Service Pack 2 and the Platform Update for Windows Vista Windows Server 2008 R2 or Windows Server 2008 with Service Pack 2 and the Platform Update for Windows Server 2008 Mac OS X 10.7 (Lion) or Mac OS X Mountain Lion
- Processor: 1.6 GHz or higher, or Intel-based Mac computer
- Memory: 1 GB of RAM or higher
- **Resolution:**  $1024 \times 576$  minimum
- Internet connection: High-speed Internet access is recommended.

#### Question

How do I access to OneDrive for Business?

#### Answer

To access OneDrive for Business use this link: https://login.microsoftonline.com/.

### UNIVERSITY INFORMATION TECHNOLOGY

#### Question

Which credentials do I use to login to OneDrive for Business?

#### Answer

To login to OneDrive for Business you will need to use the following credentials:

- Username: <a href="mailto:cougarnet.uh.edu">cougarnet.uh.edu</a>
- Password: cougarnet password

#### Question

I forgot my password for OneDrive for Business. How do I get it?

#### Answer

If you forgot your OneDrive for Business password please go to <u>www.uh.edu/password</u> and click I forgot my CougarNet password or need it reset.

#### Question

Who do I contact if I am having trouble logging into OneDrive for Business?

#### Answer

If you are having trouble logging into OneDrive for Business please contact the Help Desk:

- Go to Live Chat (<u>www.uh.edu/gethelp</u>)
- Phone: 713-743-1411
- Come by in person at: Technology Commons MD Anderson Library Room 58

#### Question

Why are some files in OneDrive for Business only available when I'm online, and how can I make them available offline?

#### Answer

The files you added to OneDrive for Business from your PC or previously opened on your PC are automatically available offline on that PC. Any files you created on the OneDrive for Business website or another computer are online-only to save space on your PC.

#### Question

Why don't I have the option to upload files on OneDrive for Business?

#### Answer

Users that have Office 2007 or 2010 will not be able to upload files until the set up process is complete. Please complete the set up process by doing the following:

- 1. Go back to your **Office 365 home page.**
- 2. Select PC & Mac Install Software and connect it to Office 365.
- 3. Click Set up. (Note: This may take a few minutes.)
- 4. Once the set up is complete go back to **OneDrive for Business** and begin to **upload files.**

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#### Question

Is there a size limit on the files that can be uploaded?

#### Answer

2 GB

#### Question

How do I upload files to OneDrive for Business?

#### Answer

There are two ways to upload files on OneDrive for Business:

- **Option 1:** Upload the files from the OneDrive for Business default view
  - 1. Login to Office 365.
  - 2. Select OneDrive for Business.
  - 3. Click Upload.
  - **Option 2:** Upload the files from the Files tab
    - 1. Login to Office 365.
    - 2. Select OneDrive for Business.
    - 3. Click the **Files** tab.
    - 4. Click Upload Document.

#### Question

Are there characters I should avoid in the file or folder names?

#### Answer

Yes. Click here for a complete list of invalid characters.

#### Question

What browsers are supported for my OneDrive for Business account?

#### Answer

Click here for a list of supported browsers: <u>http://office.microsoft.com/en-us/office365-suite-help/office-365-system-requirements-HA102817357.aspx</u>

#### Question

Can I recover deleted files in OneDrive for Business?

#### Answer

When you delete a file, it goes to the Recycling Bin for 90 days. After 90 days, it gets deleted permanently. To recover a deleted file from the Recycle Bin, go to the gear in the upper right hand corner and select Site Contents. The Recycling Bin is on the right. You may restore a file from there or permanently delete a file.

# UNIVERSITY INFORMATION TECHNOLOGY

#### Question

How can I delete a document or folder in my OneDrive for Business account?

#### Answer

To delete a document or folder:

- 1. Select the items you want to delete on the left side (**Note:** A checkmark should appear on the left side of the document to indicate you have selected it.)
- 2. Click Manage.
- 3. Select Delete.
- 4. Click **OK**.

#### Question

How do I recover a document I deleted in my OneDrive for Business account?

#### Answer

To restore a deleted item by using the Site Collection Recycle Bin page:

- 1. Click **Settings**
- 2. Click Site Settings.
- 3. Under **Site Collection Administration**, click **Recycle Bin**, and then do one of the following:
- To restore items in the end user Recycle Bin, click End user Recycle Bin items.
- To restore items in the Site Collection Recycle Bin, click **Deleted from end user Recycle Bin**.
- 4. Select the check box next to the item you want to restore.
- 5. Click **Restore Selection**.

If you restore an item that was originally located in a deleted folder, the folder is recreated in its original location and the item is restored in that folder.

#### Question

Do I have document versioning turned on in OneDrive for Business?

#### Answer

To see if you have document versioning turned on in OneDrive for Business:

- 1. Select any file in your library.
- 2. Click **Files**
- 3. Select Version History.

Note: If the Version History button is grayed out then versioning is not turned on.

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#### Question

How can I set up file versioning in my OneDrive for Business account?

#### Answer

To set up file versioning:

- 1. Choose the **Library** tab.
- 2. Click Library Settings.
- 3. Under General Settings click Versioning Settings.
- 4. Select the **settings** that you require.
- 5. Click **OK.**

#### Question

How can I view versions of a document in my OneDrive for Business account?

#### Answer

You can view a previous version of a file or item on your site as long as versioning was turned on for the library or list where the file or item was saved.

To view a version of a document:

- 1. Select the file or item that you want to view history for.
- 2. Click Files
- 3. Select Version History.
- 4. In the Version History dialog box select the version of the file or item you need.

#### Question

How can I restore a previous document version?

#### Answer

To restore a document previous version:

- 1. Select the document for which you want to restore an earlier version.
- 2. Click Files.
- 3. Select Version History.
- 4. Open the drop-down menu for the document version you want to restore.
- 5. Click **Restore**.
- 6. Click **OK**.

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#### Question

How can I check to see how much space I have left on my OneDrive for Business account?

#### Answer

There are two ways you can check how much space you have left on your OneDrive for Business account.

Option 1: Viewing through your OneDrive for Business account

- 1. Click Settings
- 2. Click Site Settings.
- 3. In Site Collection Administration click Storage Metrics.

Option 2: Viewing through your Windows notification area

- 1. Right click the OneDrive for Business icon in the Windows notification area, and then select **Manage storage**.
- 2. Select View OneDrive for Business storage.

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#### Question

How can I share my files and folders in OneDrive for Business?

#### Answer

You can share your files and folders in OneDrive for Business by either:

- **Invite**: This option lets you give specific individuals or groups permission to items, so that you can remove individual permissions later if you need to. Another benefit of sharing items this way is that recipients can quickly access them from their Shared view on the OneDrive for Business website.
  - 1. Select the **document** you wish to share.
  - 2. Select the **Files** tab.
  - 3. Click Share.
  - 4. Click **Invite people.**
  - 5. Enter the email addresses of the people you want to share with, click **Add people** to pick people from the People app.
  - 6. Add a note to recipients if you want.
  - 7. To change the permission level, click **Recipients can edit files** or **Recipients can view files**.
  - 8. Click **Send** to save the permission settings and send a message with a link to the item.
- Get a Link: Choose this option to share items with lots of people you might not even know personally. For example, you can use these links to post to Facebook, Twitter, or LinkedIn. You can also use them to share in email or IM, but you won't have as much control over individual permissions.
  - 1. Select the **document** you wish to share.
  - 2. Select the **Files** tab.
  - 3. Click Share.
  - 4. Choose the type of link you want. The permissions for the item are automatically updated when you create the link.

View only	Edit	Public
When you share items with this type of link, people can view your items without signing in. They can also forward the link to other people.	When you share items with this type of link, people can view your items and use Office Online programs to edit Office documents, all without signing in. To make other edits, like adding or deleting files in a folder, people need to sign in with a Microsoft account. People can forward an edit link to other people, and anyone who receives the link will also be able to edit the items.	A public link is like a View only link, but it also allows anyone to find the shared item by searching. If you choose this option, people will be able to access the item you're sharing even if you don't publish the link you get.

- 5. Click Create link.
- 6. Paste the link into an email, IM, document, or wherever you want to share it. Or, click **Share to**. This selects the Share charm so that you can share the link using another app.

UNIVERSITY INFORMATION TECHNOLOGY

### **OneDrive for Business Mac FAQ's**

#### Question

What does the OneDrive folder do?

#### Answer

When you install the OneDrive app for Mac, a copy of your OneDrive is downloaded to your Mac and put in the OneDrive folder. This folder is kept in sync with OneDrive. If you add, change, or delete a file or folder on the OneDrive website, the file or folder is added, changed, or deleted in your OneDrive folder and vice versa.

To upload files to OneDrive automatically, just copy or move the files to your OneDrive folder using the Finder, or save them in your OneDrive folder from an app. Files you upload this way can be up to 2 GB in size. If you installed the OneDrive app on other computers, the files will automatically be added to the OneDrive folders on them, too.

You can also use the Finder to rename and delete files, create new folders, and move files around in your OneDrive folder. The changes will automatically be made in OneDrive and your other computers that have the OneDrive app installed.

#### Question

Do I have to install the OneDrive app on all my computers?

#### Answer

No. If you don't want to keep all the files in your OneDrive on a computer, you can still work with your OneDrive on that computer by going to the OneDrive website.

#### Question

Can I use OneDrive to get to files and folders on my Mac that aren't saved in my OneDrive folder?

#### Answer

No, the Fetch files feature is available only on PCs. This also means you can't stream videos that are on a Mac from the OneDrive website.

#### Question

When will a Mac sync client be available?

#### Answer

Please note the sync client for Mac OS X is coming later this year.

#### Question

Can I choose folders in my OneDrive that I don't want to sync on my Mac?

#### Answer

Yes. When you first set up OneDrive, click **Choose folders to sync**. If you didn't do this when you set up OneDrive, you can do it in Preferences:

- 1. Click the OneDrive icon  $(^{\bigcirc})$  in the menu bar.
- 2. Click **Preferences**, click the **Choose Folders** tab, and then click **Choose Folders**.

For each folder, you can choose to sync everything in the folder, individual folders within the folder, and files that aren't in any subfolders within the folder. If you choose to sync only some items, new items you add to the OneDrive folder on your Mac will sync to OneDrive, but items you add to OneDrive from the website or other devices won't be synced to your Mac unless they're in the folders you chose to sync. If you choose to stop syncing folders on your Mac, they'll be deleted from the OneDrive folder on that computer, but they'll remain in OneDrive.

**Note:** You can't choose individual files you want to sync, and you can't choose to sync files or folders shared with you.