# What is OneDrive?

OneDrive is your personal, cloud-based storage space amongst Microsoft 365 products that works like a regular network drive (e.g., F: Drive). It lets you store and protect your work-related personal files (e.g., personal administrative forms) and access them from anywhere on all your government devices.

OneDrive allows users to remain connected to their work by automatically synchronizing updates or new files to cloud, even when working off network. Learn more about OneDrive below!

# How do I Access Microsoft OneDrive?

Currently, there are three ways for you to access OneDrive: through your Internet Browser, through Microsoft Teams or through your ESDC-issued mobile smartphone. There will also be a fourth and fifth method coming soon, which will allow you to access OneDrive via harmon.ie as well as your desktop.

An overview of each method is described below:

Method 1: Internet Browser (via Office Website)

Visit office.com, and sign-in to your ESDC account

In the upper left corner, select the "App launcher" and select the "OneDrive icon".

From there, you can create a new document or folder on your ESDC OneDrive account by selecting the blue 'New' button at the top of the screen.

Method 2: Microsoft Teams

Open Microsoft Teams.

Select "Files" on the left-hand menu bar.

Under the section labelled 'Cloud Storage', select 'OneDrive'. From there, you will find access to all the files you have stored in your ESDC OneDrive Account.

Method 3: Mobile (via ESDC issued smartphone with data plan)

On your ESDC smartphone, find and tap on the OneDrive icon (for Samsung clients, it may be under your 'Work' profile.)

If you have never signed in, you will be prompted to enter your ESDC email address and network (Windows) password.

After entering your credentials, you will be prompted for your Multi Factor Authentication (MFA). Once validated, the application will open.

First time users may be prompted with tips and requests to get notified when files are updated.

From within OneDrive mobile, you can browse both your OneDrive folders AND SharePoint Online libraries, allowing you to be truly mobile.

Coming Soon - Method 4: harmon.ie

Open "Microsoft Outlook".

To launch harmon.ie sidebar, select the "harmon.ie" icon located on the Outlook taskbar.

Under all locations a OneDrive icon should appear.

Select "OneDrive" to access content.

Coming Soon - Method 5: OneDrive for Desktop (Desktop Application)

Select the Windows start icon in the bottom left corner of your desktop.

Type 'OneDrive' into the search bar, or manually scroll down on your list of applications until you see OneDrive. Then select 'OneDrive App'.

File Explorer will open, and you should see the folder 'OneDrive - ESDC - EDSC' in the left navigation menu. You have successfully navigated to OneDrive on your Desktop.

Alternatively, you can:

Double click the OneDrive cloud icon in the Windows taskbar notification area. If you do not see it, click the 'Show Hidden Icons' arrow to the left.

File Explorer will open, and you should see the folder 'OneDrive - ESDC - EDSC" in the left navigation menu.

Please note: Methods 4 and 5 are not yet available for ESDC employees but stay tuned for updates. In the meantime, you can use OneDrive through your Internet browser, Microsoft Teams, or on your government-issued smartphone as described above in Methods 1 through 3.

# What is OneDrive for Desktop?

OneDrive for Desktop is the desktop version of OneDrive, where you will soon be able to locally access the application from your Windows taskbar. It enables more features that streamline your digital workflow with M365 applications.

# What does OneDrive for Desktop allow you to do?

Quick accessibility from your desktop

Synch directly with SharePoint Online folders

Sign PDF documents stored in SharePoint Online

What are the Benefits of Using OneDrive for Desktop?

Collaborate with links directly in your SharePoint Online.

Seamlessly synchronize your SharePoint Online files/ folders to OneDrive for Desktop

Use digital signatures to sign PDFs stored in SharePoint Online

Access a cloud-based storage location, which will eventually replace the F:Drive.

# What are Restrictions for Microsoft OneDrive?

You can only access OneDrive and M365 in the following ways:

On a managed government furnished laptop or tablet

On a managed government furnished mobile phone that can access work email

On a personal laptop connected to AppGate

On a personal laptop connected to the Secure Access Virtual Environment - Desktop (SAVE-D)

Visit the Restricted Devices page for more information.

# Where can I access Training for Microsoft OneDrive?

OneDrive on your Internet Browser

ESDC training resources:

For a showcase and visual guidance on using OneDrive via internet browser, refer to the OneDrive Training Microsoft page.

Microsoft training resources

Disclaimer: The guidance and resources below are hosted by Microsoft and will include additional learning paths or hyperlinks.

For short video tutorials on key features, go to the Microsoft's OneDrive Video Training page. You will find tutorials on everything in OneDrive including the basics, managing files, and sharing files with colleagues.

Below you will find an ordered and curated essential reading list to help you get started using OneDrive.

# What is OneDrive?

Getting started on OneDrive

OneDrive basics

Open a OneDrive or SharePoint file in the Office app instead of the browser

What do the OneDrive icons mean?

Managing Files

Create a document from OneDrive

Create files and folders in OneDrive

Upload files and folders in OneDrive

Manage files and folders in OneDrive

Sort, rename, or move photos and files in OneDrive

Move files and folders between OneDrive and SharePoint

Restore a previous version of a file stored in OneDrive

Delete and restore deleted files in OneDrive

Delete files in the Cloud

Restore your OneDrive file

Share and Sync

Share OneDrive files and folders

See files you shared in OneDrive

See files shared with you in OneDrive

Stop sharing OneDrive or SharePoint files or folders, or change permissions

OneDrive is stuck on Processing changes

OneDrive for Desktop

Where can I find ESDC training resources for Microsoft OneDrive?

Below you will find ESDC training videos to help you get started with using OneDrive for Desktop.

How to transfer myKey from F:Drive to OneDrive

Microsoft training resources

Disclaimer: The guidance and resources below are hosted by Microsoft and will include additional learning paths or hyperlinks.

For short video tutorials on key features, go to the Microsoft's OneDrive Video Training page. You will find tutorials on everything in OneDrive including the basics, managing files, and sharing files with colleagues.

For more specific guidance about OneDrive for Desktop, refer to these additional resources provided by Microsoft:

Sync SharePoint files and folders

Back up your folders with OneDrive

What do the OneDrive icons mean?

Fix OneDrive sync problems

OneDrive for desktop frequently asked questions

# What are Information Management Best Practices for OneDrive?

OneDrive - Managing Information

# Where can I access Technical Support for Microsoft OneDrive?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

This includes, but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

# Where can I access Non-Technical Support for Microsoft OneDrive?

The Microsoft 365 Community of Practice is a group of more than 500 employees at ESDC. It includes a sub-community of volunteer Super Users that can help you and your colleagues learn to use OneDrive and other applications.

This includes, but is not limited to:

Training and learning

Demonstrations

Non-technical assistance with M365 features