**PURPOSE:**

**The purpose of this operational procedure is to provide clear direction and the procedural steps involved in ensuring that when a user is renamed that their account works with Onedrive.**

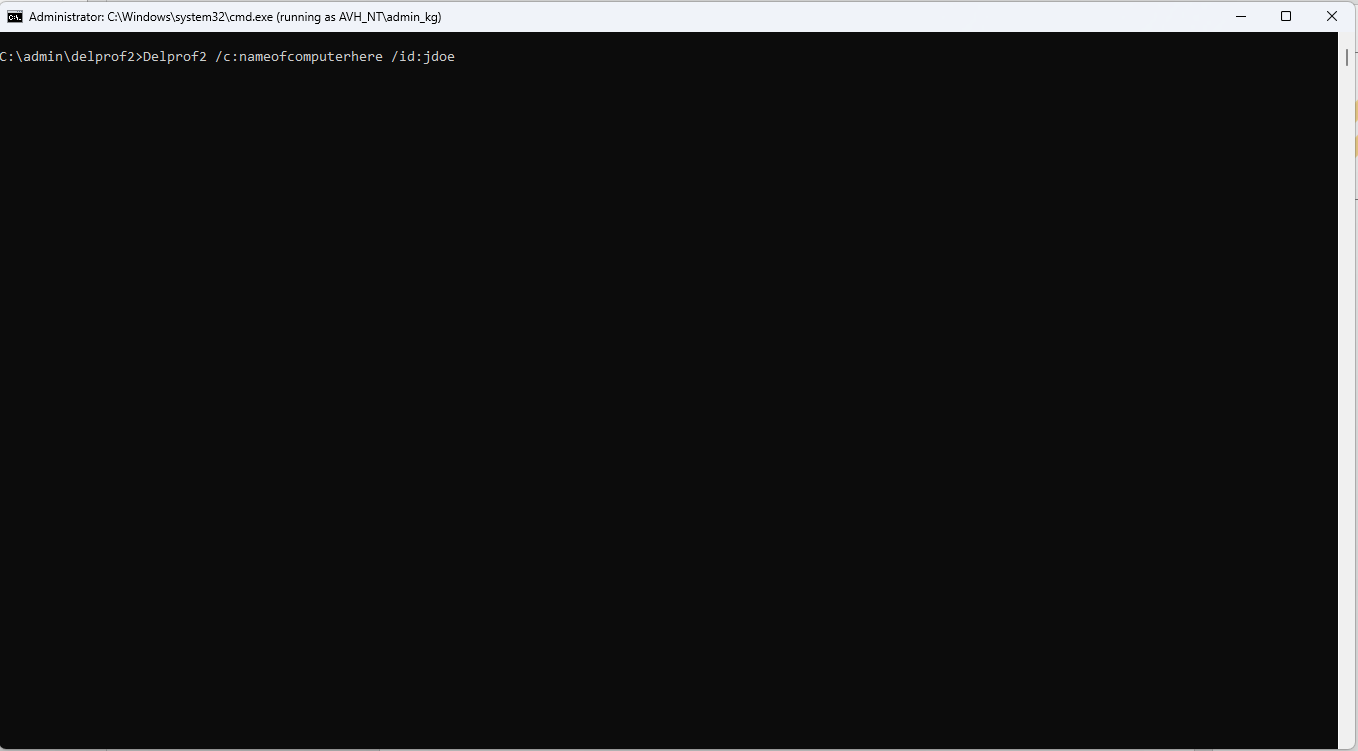
**Who Can Perform This Procedure:**

|  |  |
| --- | --- |
| **ROLE:** | **CAN PERFORM:** |
| End User: |  |
| Super User: |  |
| ITSG Helpdesk: |  |
| ITSG Technician: |  |
| System Administrator: |  |
| ITSG System Analyst: |  |
| ITSG Sr. Technician/Helpdesk: |  |

**PROCEDURE:**

1. Download the profile management tool ([DelProf2](https://helgeklein.com/download/))
2. Have user log off of workstation.
3. Remove old profile e.g. Delprof2 /c:nameofcomputerhere /id:jdoe
4. Have user logon back on workstation

Example:



Once you have had the user log off and removed the profile and they log back in their OneDrive will map appropriately to their respective directories (Desktop, Documents, etc..)