

Microsoft 365 - OneDrive Frequently Asked Questions

1. How much free space do I get in OneDrive?

Answer: Each user gets 1GB of space. However, your campus email account will be inactivated once you have left or graduated from the University. Thus, do archive your important email or data regularly, if requires.

2. How to use OneDrive using the web browser?

Answer: Sign in to www.office.com. Select the app launcher icon on top left, and then select OneDrive.

3. Suddenly, I can't access to my OneDrive, I can't view or access to any uploaded files, I can only see a blank page.

Answer: Make sure you are login to the correct account if you have multiple account saved in the browser. This is common to those who saved their login in the browser without logging out every session, it happens when browser cache built up. Do clear your browser cache by pressing CTRL+SHIFT+DELETE buttons, and clear everything. Try to login to your account via www.office.com.

4. What happens if I have deleted a file? Can I restore a deleted file in OneDrive?

Answer: If you delete a file stored in OneDrive, visit OneDrive recycle bin to restore deleted files, it will be in your OneDrive recycle bin for 30 days. After that, it is gone forever.

5. Who can see/access my OneDrive files?

Answer: By default, all files are only accessible by you, the owner, until you share them with another user.