**SOP for OneDrive Synchronization Issues**

**Purpose**

To fix file sync issues in OneDrive.

**Scope**

Covers sync delays, errors, and missing files.

**Procedure**

1. **User reports OneDrive sync issue** via Help Desk.
2. Check internet connectivity and OneDrive status.
3. Restart OneDrive and re-sync files.
4. Verify storage space and file path length.
5. Escalate to cloud support if unresolved.
6. Confirm resolution with user and close the ticket.