Using Microsoft 365 OneDrive

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Purpose

This training material highlights Microsoft 365's OneDrive and describes how to manage and use.

Audience

This training material is designed for University faculty students and staff that will be using OneDrive.
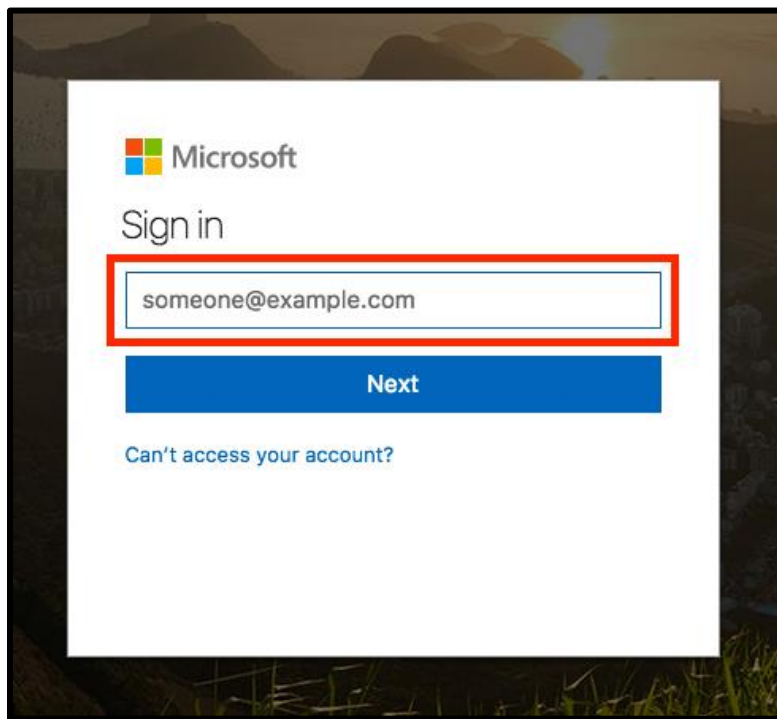
Using Office 365 OneDrive

Logging into Office 365 and Accessing OneDrive

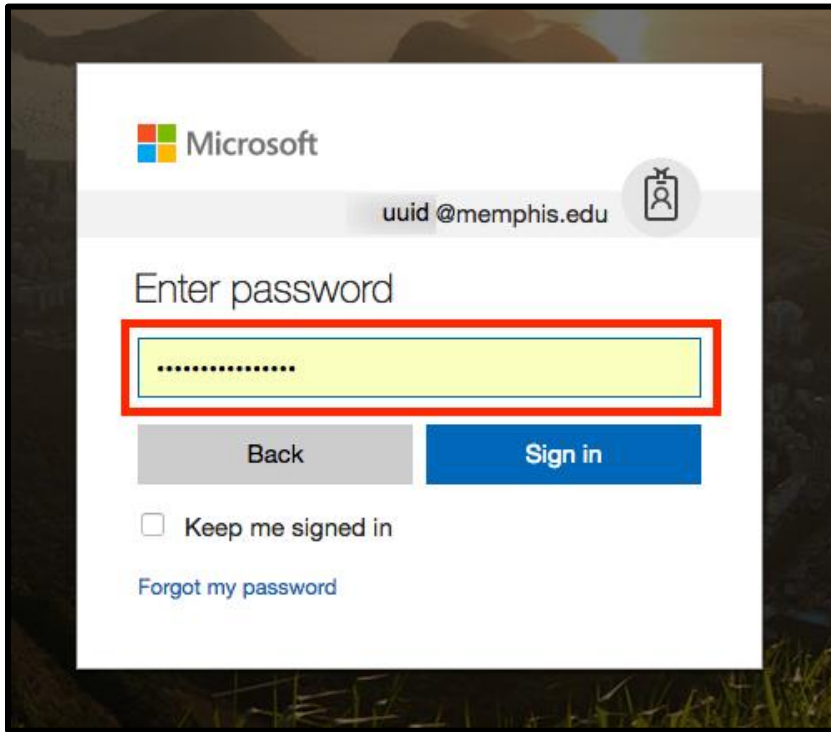Each UofM faculty, staff, or student are allotted 5TB of storage space in OneDrive.

1. Method 1, use any web browser [navigate to the UofM Office 365 website](#).

2. Method 2, click on the webmail link [on the menu on the UofM Website](#).
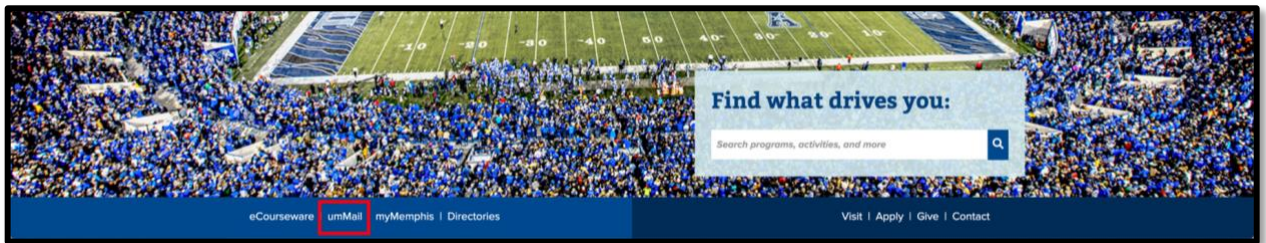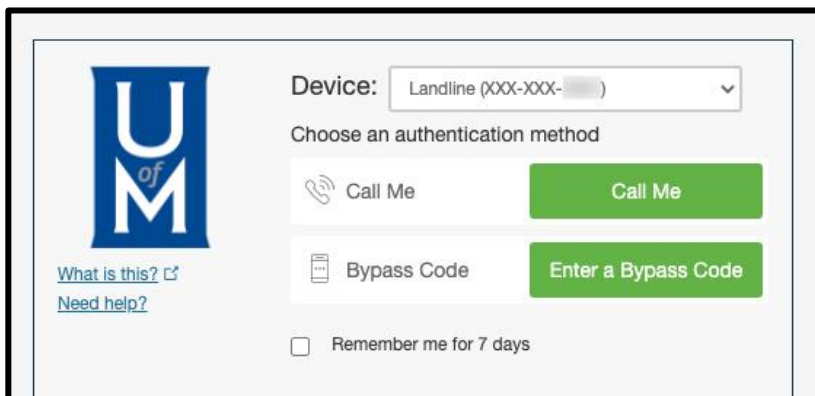

3. Enter your full UofM email address, click **Next**.

4. Enter your password that is associated with your UofM email address and myMemphis account.
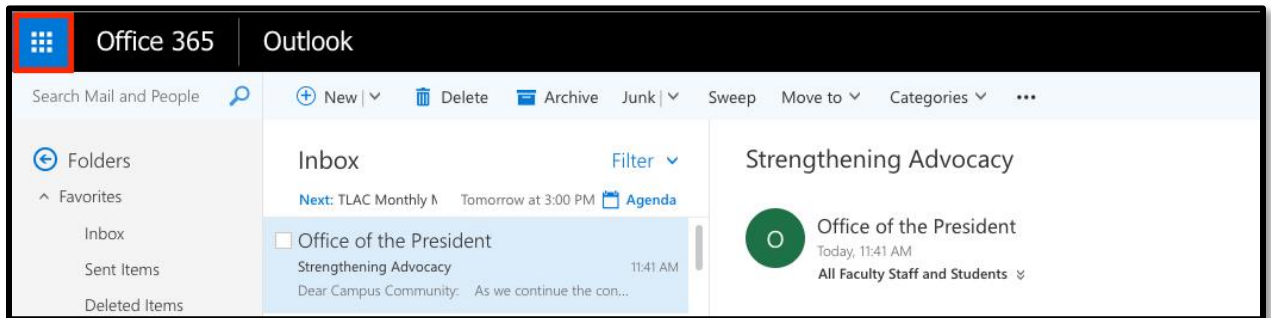

5. Authenticate Using Duo.

6. Once you have entered your password you will see the message screen for Office 365 Outlook. Click on the nine small squares located at the top left-hand corner of the message screen window.

7. Select the OneDrive icon from the list.
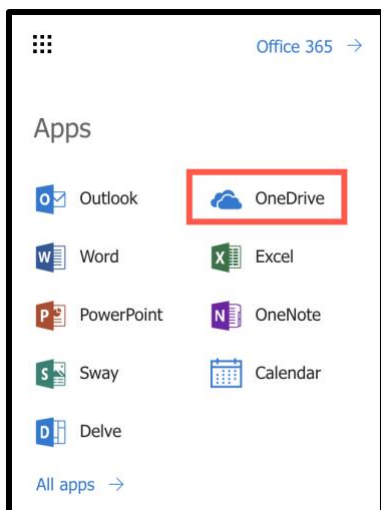
8. You are now accessing OneDrive.
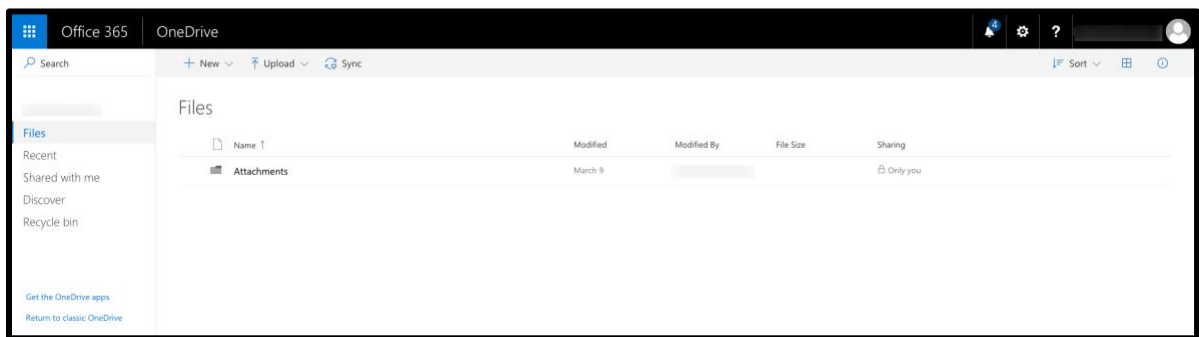
9. The Column to the left contains navigational links to **Files**, **Recent** files, **Shared** and **Recycle Bin** *(files or folders that you have deleted located in the recycle bin).*
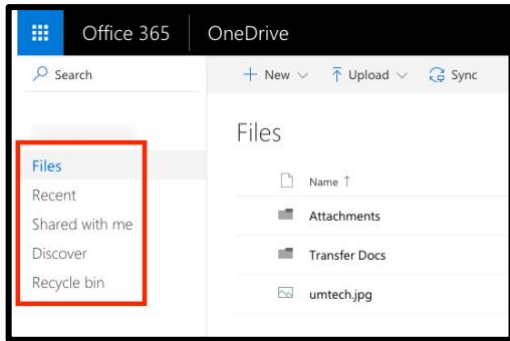
Uploading Files

1. Choose upload from the file menu.
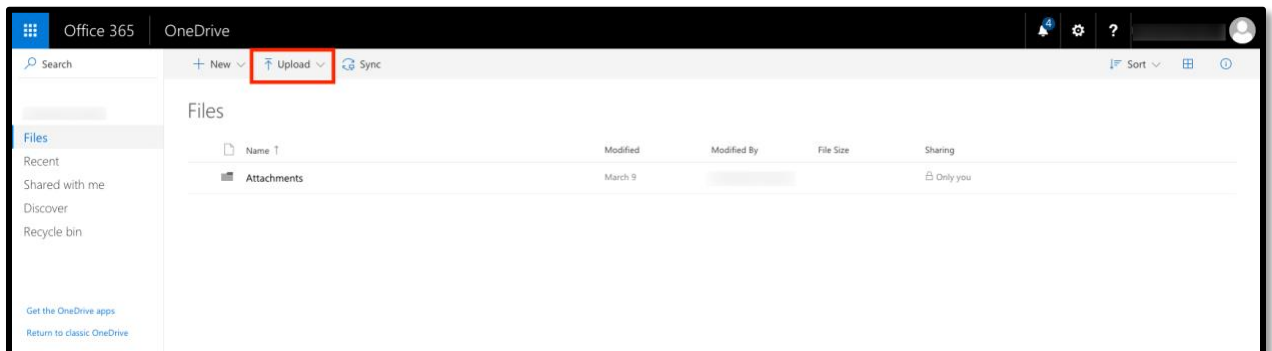
2. From the drop-down menu on upload choose to **Upload Files** or a **Folder**.
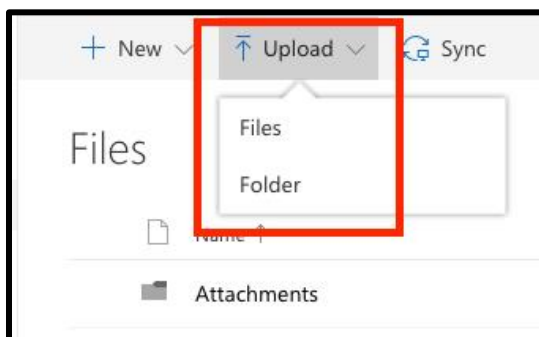
3. Browse to find **A)** a file to upload, select that file, and then **B)** click **Open**.
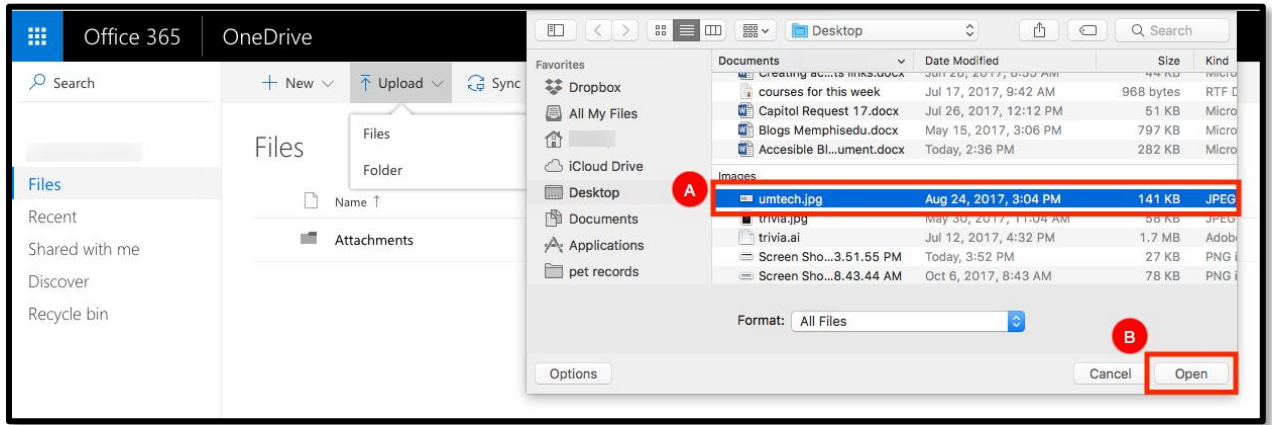
4. Once uploaded, your file will appear.
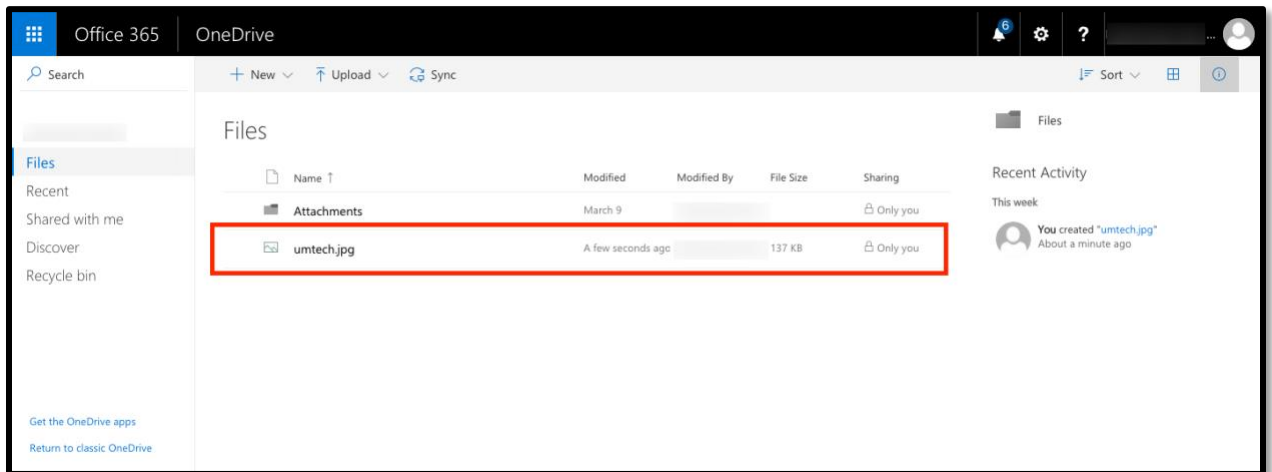
Creating a folder for Use in OneDrive

1. From the drop-down menu of new choose **Folder**.
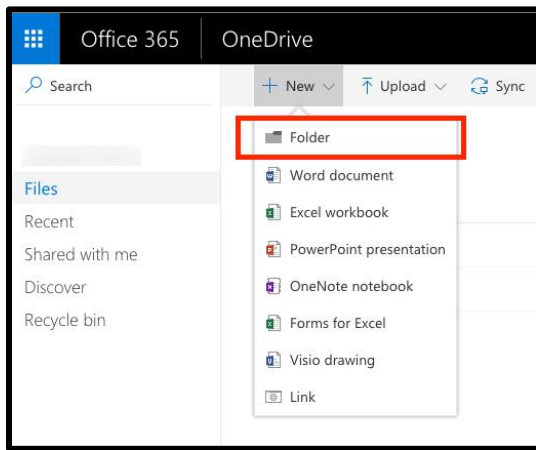
2. **A)** Type the name of your folder in the provided blank field then **B)** Click **Create**.
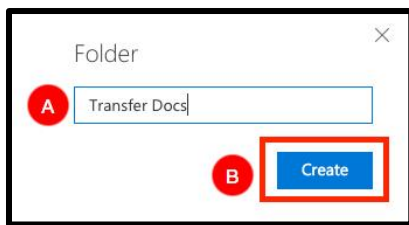
3. Once the folder is created it will appear.
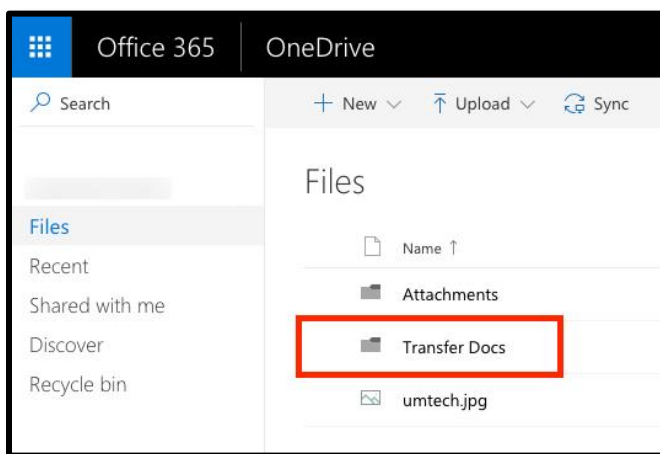
Sharing a document or Folder in OneDrive

1. First, select the file or folder to share by selecting the radial check mark button located to the left of it.
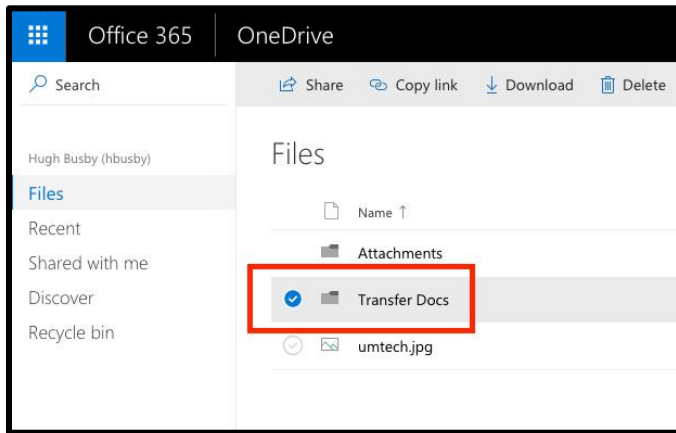
*Note: When the radial button is selected more options for the file will appear in the menu at top of window. This menu will allow you to **Share, Copy Link, Download, Delete, Move to, Copy to,** and **Rename** files.*
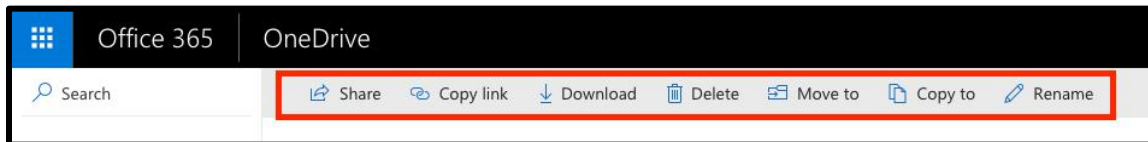
2. Once you click share, the share window will appear. From here **A)** Enter a recipient's email address., **B)** Choose who can edit., **C)** Include an optional message. Once you have entered the recipient's email and optional message., **D)** Click **Send.**
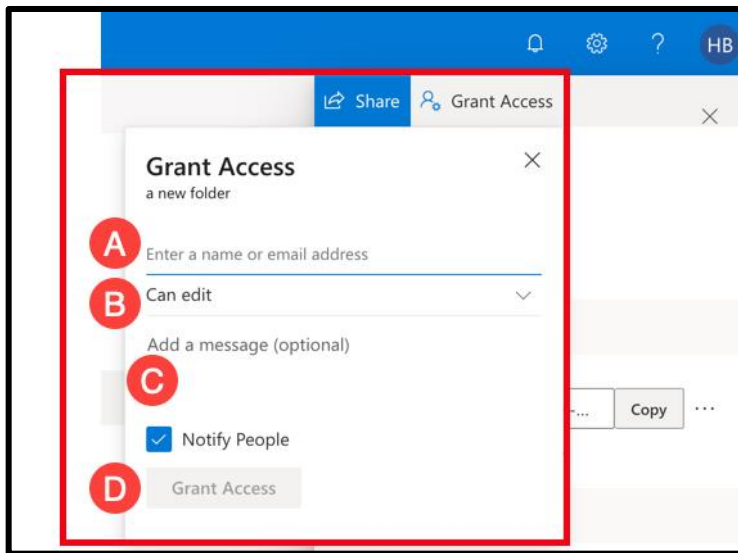
Note: Anyone with the link can view and edit. From this window, you can also copy the link or send the link out via email.

Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday – Friday 8:00 am – 8:00 pm
  - Saturday 10:00 am – 2:00 pm
  - Sunday 1:00 pm – 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search our Training and Documentation