

Using Microsoft 365 OneDrive

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Purpose

This training material highlights and describes how to manage and use the umApps, download and use them using Citrix Workspace/Citrix Cloud, and sync them with your UofM Microsoft 365 OneDrive, affiliated with the University of Memphis.

Note: *This does not include OneDrive, NOT affiliated with the University of Memphis or your OneDrive account.*

Audience

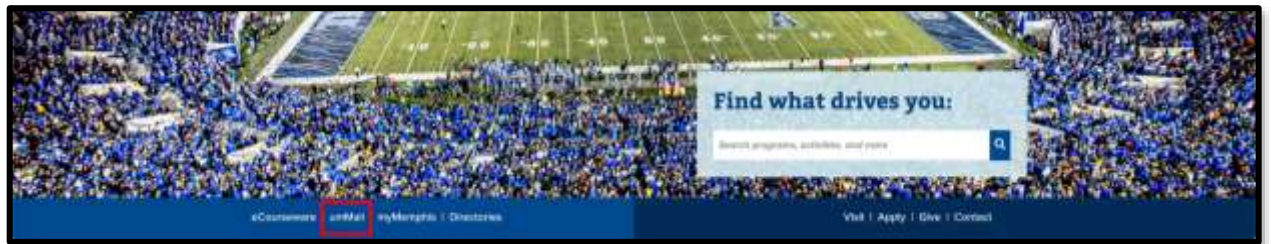
This training material is designed for university faculty, students, and staff who use OneDrive, provided with their UofM Office 365 account.

Using Office 365 OneDrive

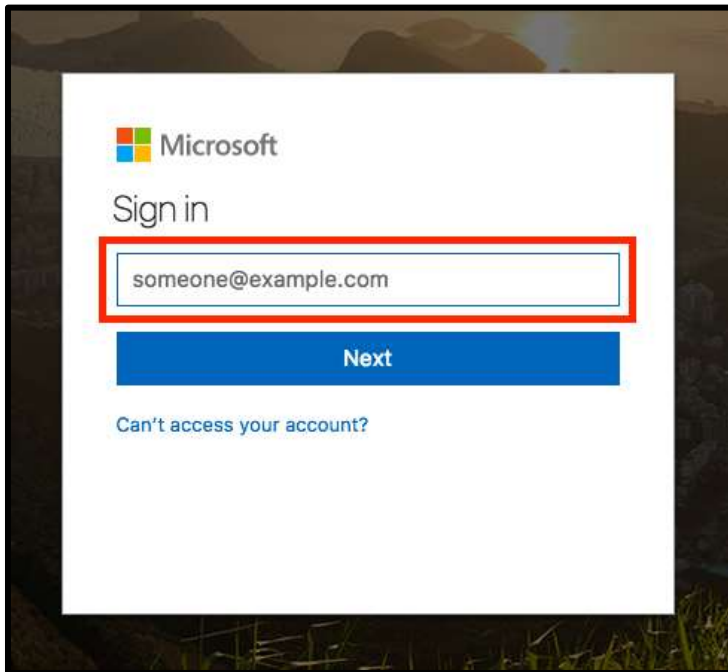
Logging into Office 365 and Accessing OneDrive

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

1. Method 1: Use any web browser to [navigate to the UofM Office 365 website](#).
2. Method 2: click on the webmail link [on the menu on the UofM Website](#).

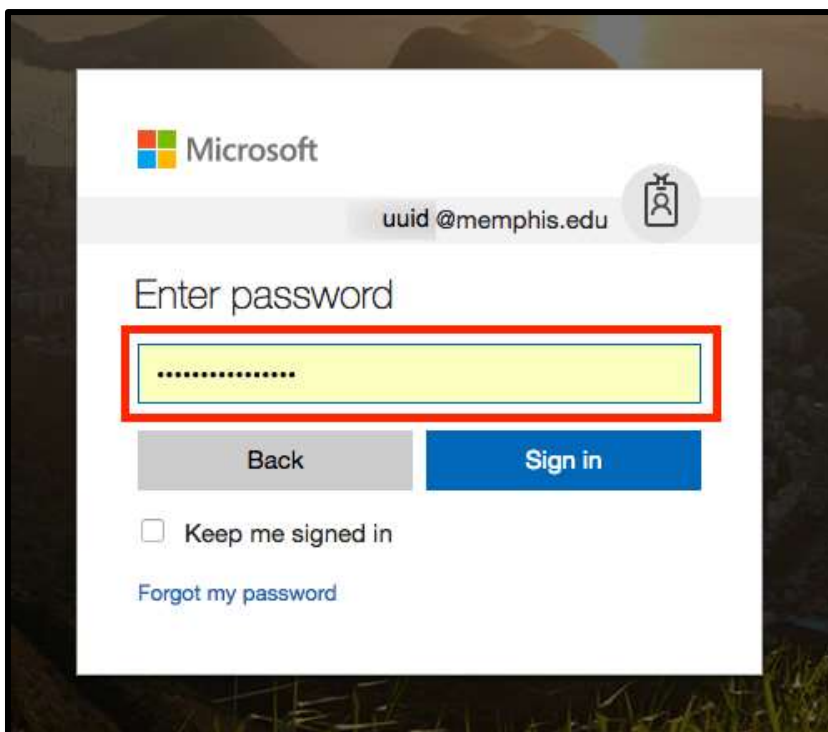


3. Enter your full UofM email address, click **Next**.



A screenshot of the Microsoft Sign in page. The Microsoft logo is at the top left. Below it is the text "Sign in". A text input field contains the email address "someone@example.com" and is highlighted with a red rectangular border. Below the input field is a blue button labeled "Next". At the bottom, there is a link that says "Can't access your account?".

4. Enter the password associated with your UofM email address and myMemphis account. Click **Sign in**.

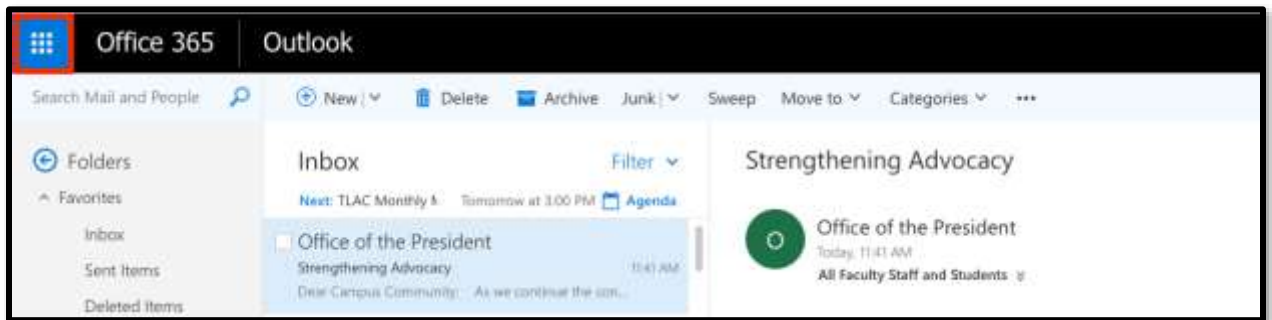


A screenshot of the Microsoft "Enter password" screen. The Microsoft logo is at the top left. Below it is the text "Enter password". A text input field containing masked characters (dots) is highlighted with a red rectangular border. Above the input field, the email address "uuid @memphis.edu" is displayed next to a user icon. Below the input field are two buttons: a grey "Back" button and a blue "Sign in" button. At the bottom, there is a checkbox labeled "Keep me signed in" and a link that says "Forgot my password?".

5. Authenticate Using Duo.



6. Once you have entered your password, you will see the message screen for Office 365 Outlook. To open the message screen, click on the nine small squares at the window's top left-hand corner.



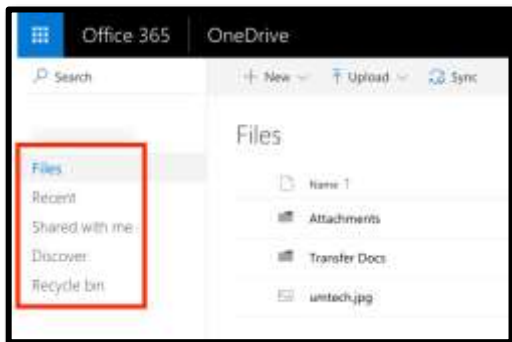
7. Select the OneDrive icon from the list.



8. You are now accessing OneDrive.

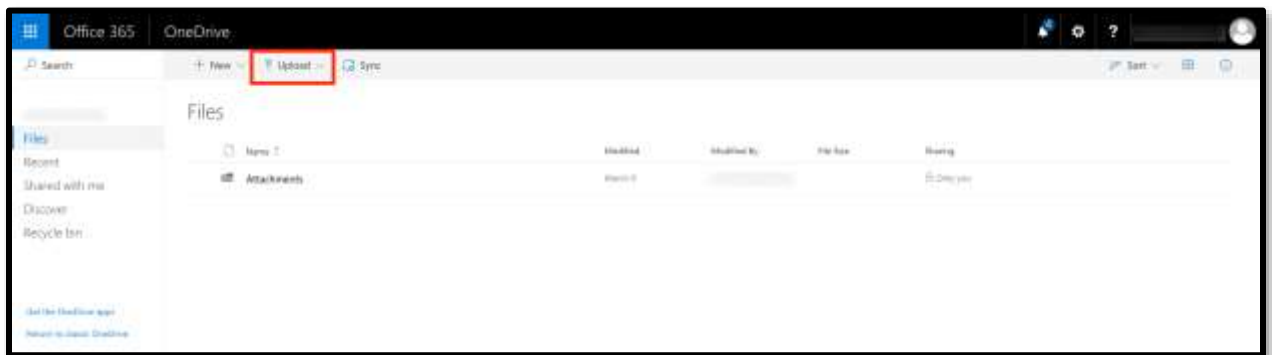


9. The Column to the left contains navigational links to **Files**, **Recent** files, **Shared** and **Recycle Bin** (*files or folders you deleted in the recycle bin*).

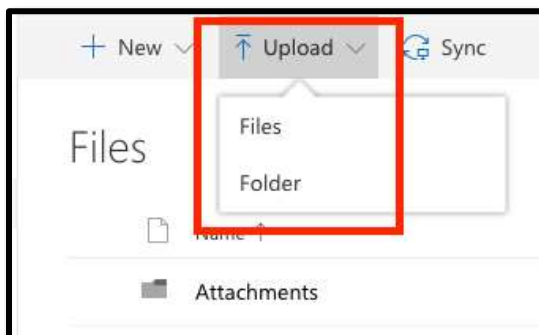


Uploading Files

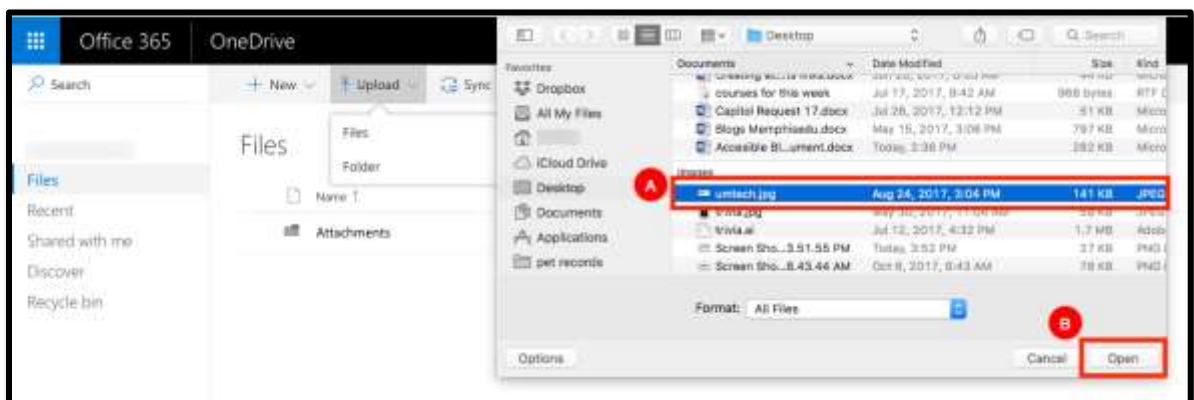
1. Choose **Upload** from the file menu.



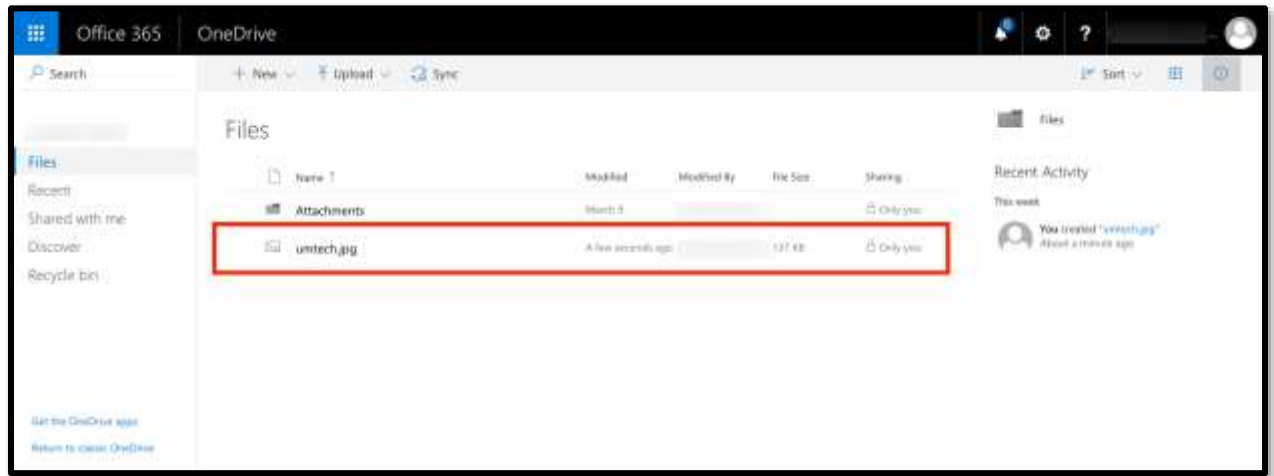
2. From the drop-down menu on upload choose to upload **Files** or a **Folder**.



3. Browse to find **A)** a file to upload, select that file, and then **B)** click **Open**.

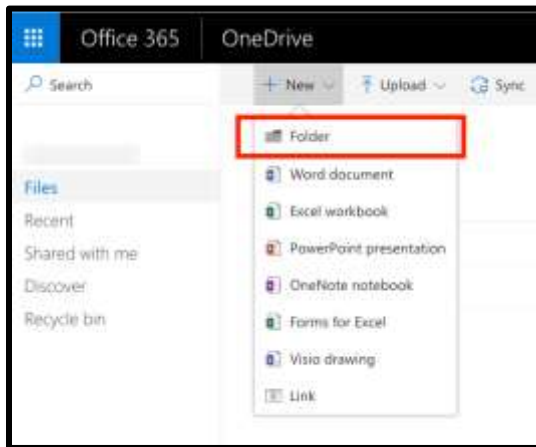


4. Once uploaded, your file will appear.

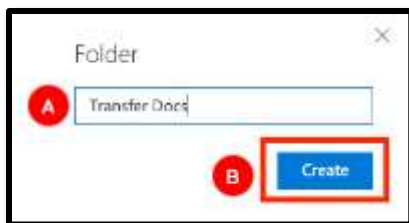


Creating a folder for Use in OneDrive

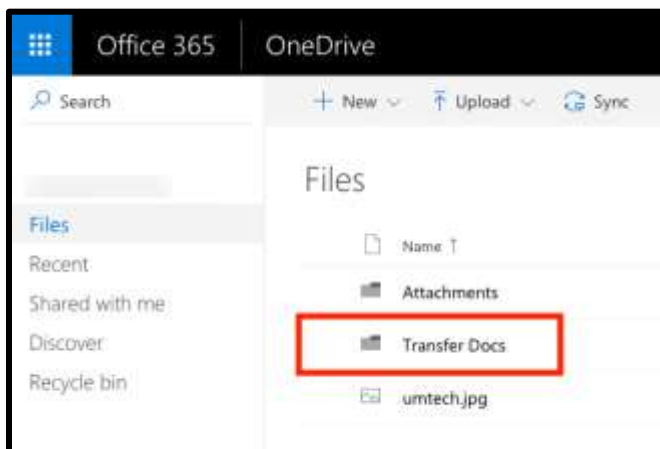
1. From the drop-down menu of new choose **Folder**.



2. **A)** Type the name of your folder in the provided blank field then **B)** Click **Create**.

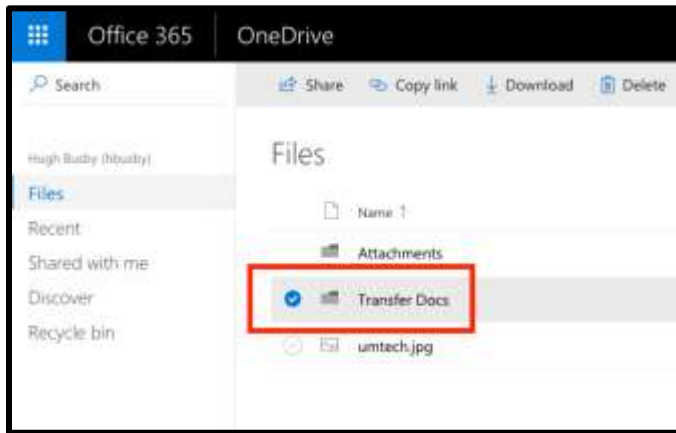


3. Once the folder is created it will appear.



Sharing a document or Folder in OneDrive

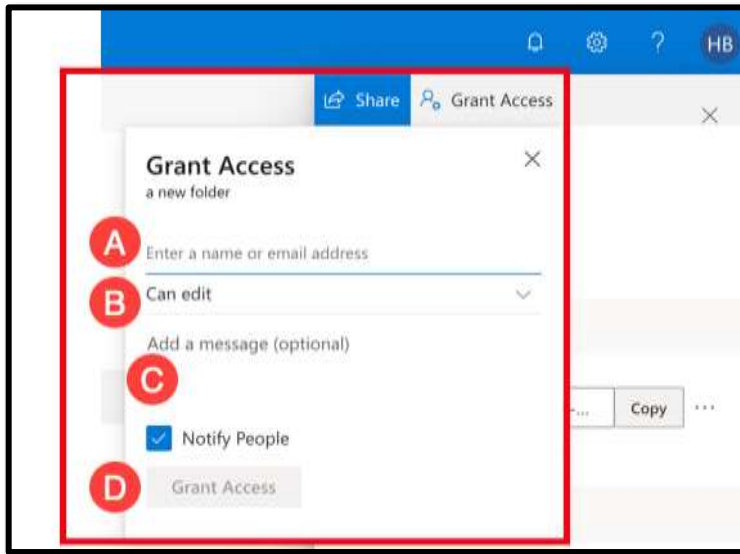
1. First, select the file or folder to share by selecting the radial check mark button located to the left of it.



*Note: When the radial button is selected, more options for the file will appear in the menu at the top of the window. This menu will allow you to **Share, Copy Links, Download, Delete, Move to, Copy, 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 technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)