The TS Team has setup a repository with helpful knowledge base articles for use during this migration. Please visit the link (Helpful Resources & IT Migration References) to obtain access.

Step 01

Check that you are signed into OneDrive -

1. Search for the 'File Explorer' application on your laptop, it is a small manila folder, and click to open it up
2. If you are currently signed into OneDrive there should be a selection on the left of the file explorer that says 'OneDrive - [Company Name]'
3. If there is no OneDrive folder, check the bottom right hand corner of your laptop and click the small up arrow in the icon tray
   a. You should see a small grey cloud, click on it and you will be prompted to sign into OneDrive with your current Company email
   b. Click through the prompts on screen, make sure 'Desktop' and 'Documents' are selected when it prompts to manage folder backup and a new OneDrive folder will automatically be created as 'OneDrive - [Company Name]'
   c. In your File Explorer app a OneDrive folder should now exist and begin syncing any files in your documents folder and on your Desktop
   d. This can be easily done by clicking and dragging any files to the OneDrive section in File Explorer. Once done, OneDrive will begin to back up automatically.

Step 02

OneDrive Syncing Status -

- **Blue Cloud - Sync has completed and up to date**
- **Blue cloud with sync arrows - Syncing in progress**
- **Blue Cloud with red circle/white cross - Some files are unable to sync, click on the OneDrive icon to see what files are having issues backing up**

You can open your OneDrive folder at any point and see the individual sync status of all files/folders

- **Green Checkmark - File is synced**
- **Blue Cloud Icon - Files or folders indicates that the file is only available online. Opening these files will download them locally for you to access on the laptop**
- **Syncing Icon - File/Folder currently syncing**

Always check the progress of your OneDrive sync regularly by hovering over the OneDrive icon in the icon tray!

This is an easy way to make sure no work is lost if something unfortunate happens to your company equipment or we need to upgrade your laptop.

If you are stuck and in need of assistance please submit a help desk ticket to HELPDESK@TRIAFED.COM and a technician will reach out.