










OneDrive symbols and what they mean

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Introduction:

- OneDrive and SharePoint use symbols to notify users of file status, sync status, as well as sign-in status.
- The symbols used by OneDrive and SharePoint are listed below.

Why do I have two OneDrive icons?		<p>If you have signed in to the OneDrive sync app with both work or school and a personal account, you will see two OneDrive sync icons.</p> <p>The blue one is for your work or school account, the white one is for your personal account.</p>
Red circle with white cross		<p>A red circle with a white cross means that a file or folder cannot be synced. You'll see this in File Explorer or on the OneDrive notification area icons.</p> <p>Click the blue or white OneDrive icon in the notification area to learn more about the problem.</p>
Gray OneDrive cloud icon with a line through it		<p>A grayed-out OneDrive icon with a line through it means you're not signed in, or OneDrive setup hasn't completed.</p> <p>Press  , search for OneDrive and then open the OneDrive desktop app.</p>
OneDrive paused icon		<p>The paused symbol over the OneDrive or OneDrive for work or school icon means your files are not currently syncing.</p> <p>To resume syncing, select the relevant OneDrive icon in the notification or menu bar area, select More and then Resume syncing.</p>

OneDrive icon with sync pending arrows		<p>The circular arrows over the OneDrive or OneDrive for work or school notification icons signify that sync is in progress. This includes when you are uploading files, or OneDrive is syncing new files from the cloud to your PC.</p> <p>Sync icons may also be seen online on OneDrive.com.</p> <p>OneDrive will also check for other file or folder changes and may show "Processing changes". If OneDrive shows "Processing changes" for a long time, it could be because you have an online file open, a very large file syncing, a lot of files stuck in a queue.</p>
Red with white bar OneDrive icon		<p>If you see a red "no entry" style icon over your OneDrive icon, it means your account is blocked.</p>
Yellow exclamation mark OneDrive icon		<p>If you see a yellow warning triangle over your OneDrive or OneDrive for work or school icon, it means your account needs attention. Select the icon to see the warning message displayed in the activity center.</p>
Files with this icon won't sync		<p>You may see this icon if you sign in to OneDrive with a work or school account. It means your admin has blocked the sync of certain file types. It's most common to block Outlook data files.</p> <p>If you also sign in to OneDrive with a personal account, the same restrictions will apply.</p>
People icon next to a file or folder		<p>If you see a "people" icon next to your OneDrive files or folders, this indicates the file or folder has been shared with other people.</p>

Blue cloud icon		<p>A blue cloud icon next to your OneDrive files or folders indicates that the file is only available online. Online-only files don't take up space on your computer.</p> <p>You can't open online-only files when your device isn't connected to the Internet</p>
Green tick icons		<p>When you open an online-only file, it downloads to your device and becomes a <i>locally available</i> file. You can open a locally available file anytime, even without Internet access.</p> <p>If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."</p>
Solid green circle with the white check mark		<p>Files that you mark as "Always keep on this device" have the green circle with the white check mark.</p> <p>These always available files download to your device and take up space, but they're always there for you even when you're offline.</p>
Gray X on desktop icons		<p>This is not a OneDrive icon, but a corrupted Windows shortcut icon. If you see a grey X over your Windows Desktop shortcuts, try these tips:</p> <ul style="list-style-type: none"> Right-click on your Desktop and select Refresh. <p>Uninstall any backup applications that are not longer used. Restart your computer after each uninstall.</p>
Padlock icon		<p>OneDrive will show a padlock icon next to the sync status if the file or folder has settings which prevent it from syncing.</p>

Chain icon on a folder		A chain or link icon over a folder means it's a shortcut to another folder that has been shared.
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Additional Information:

- Any issues please contact support@shacktech.co.uk.
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