

Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

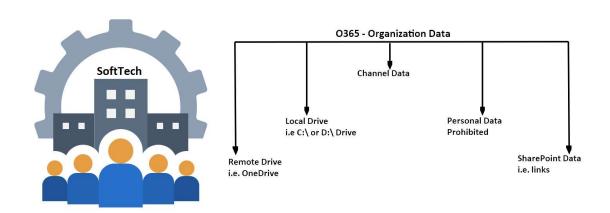
Date of Revision: 00/00/0000

Page No: Page 1 of 1

IT HELPDESK – SO	P
------------------	---

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Approvals	Title	Signature/Date
Prepared By: -	IT HELPDESK	19/02/2024
Reviewed By: -	IT Manager	19/02/2024
Approved By: -	VP	19/02/2024



**OneDrive**, Google Drive, DropBox, etc. all work in the same way. Below is brief that how OneDrive will work.

- OneDrive will create a folder on your PC. Anything you save in that folder gets uploaded automatically in the background to the cloud storage on the internet. If you put files directly into the cloud storage, they will be automatically downloaded to the folder on your PC.
- 2) If you delete a file locally, OneDrive will delete the file in the cloud, as well as from any computers linked with that account. So, if you have two PCs with OneDrive, and you delete a file from either PC or the cloud, that file gets deleted everywhere.
- 3) Every action is time-stamped. Whichever action was the last will take precedence. OneDrive has some "smarts" built into it. If you modified a file offline, and another online, it will warn you the files are out of sync and will ask you which is the file to keep.



Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

IT HELPDESK - SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Page No: Page 2 of 1

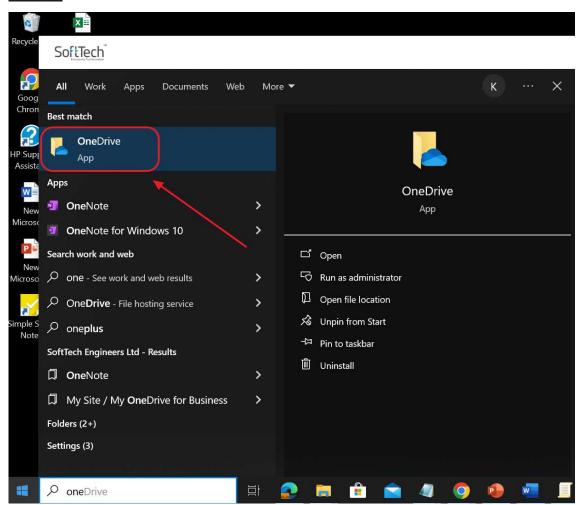
Document No: 1.1

Please follow the below procedure to install/configure your OneDrive on your system.

Please perform below steps step by step ->

Step 1: -> Please go to your computer and press window icon button and type "OneDrive".





Please click on "OneDrive" and open it.



1.1\_SoftTech - Content & Document Backup

Management Practices for the end user.

Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

X

Page No: Page 3 of 1

Step 2: -> After successfully opening "OneDrive" app in your system below option we need to be

IT HELPDESK - SOP

filled and click on "Sign In" button and wait few minutes.

1) Email Address

(Please type your SoftTech Email ID)

Microsoft OneDrive



Put your files in OneDrive to get them from any device.



Please wait.



Date of Issue: 19/02/2024

Document No: 1.1

ate of issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

Page No: Page 4 of 1

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

IT HELPDESK – SOP





Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

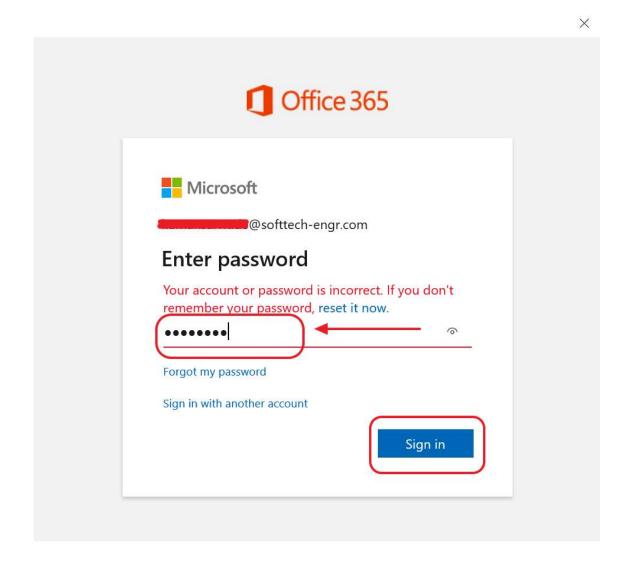
IT HELPDESK - SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Page No: Page 5 of 1

**Step 3:** -> Please type your SoftTech O365 email password in your password window as shown in below screen.

- You have received the password in your personal email inbox time of joining (i.e. Yahoo/Gmail). If you are not able to find the password, please contact SoftTech IT Helpdesk Team and reset your password.
- 2) New password you will receive on your SoftTech Email inbox.





Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

Page No: Page 6 of 1

IT HELPDESK - SOP

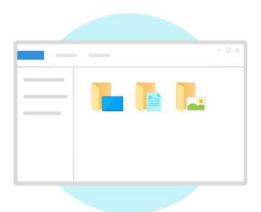
1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Step 4: -> Please click on "Change location" as shown in below screen.



# Your OneDrive folder

Add files to your OneDrive folder so you can access them from other devices and still have them on this PC.



Your OneDrive folder is here
E:\OneDrive - SoftTech Engineers Ltd
Change location

Next



Date of Issue: 19/02/2024

Document No: 1.1

Revision No: 00

Date of Revision: 00/00/0000

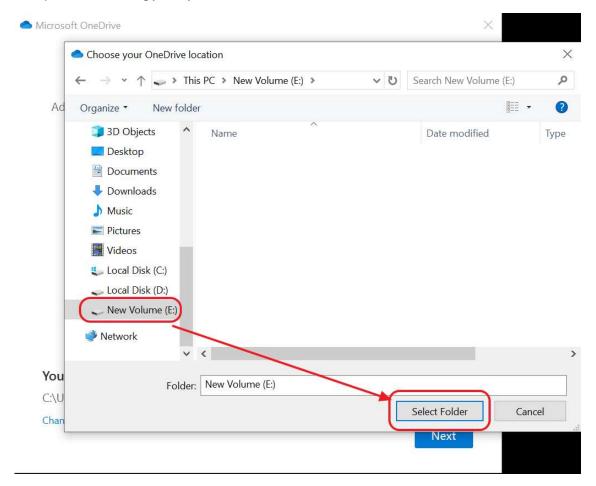
1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Page No: Page 7 of 1

Step 5: -> Please select your system drive and click on "Select Folder".

IT HELPDESK - SOP

- 1) Please select your system drive which is the most usable and free space. i.e. E drive
- 2) Avoid selecting your system "C drive".





Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

Page No: Page 8 of 1

IT HELPDESK - SOP

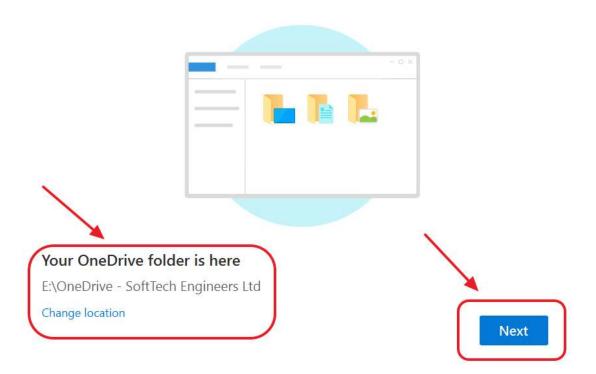
1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Step 6: -> Please verify your system drive as shown in below screen and click on "Next" button.



# Your OneDrive folder

Add files to your OneDrive folder so you can access them from other devices and still have them on this PC.





Document No: 1.1

Date of Issue: 19/02/2024

Date of issue. 19/02/202

Revision No: 00

Date of Revision: 00/00/0000

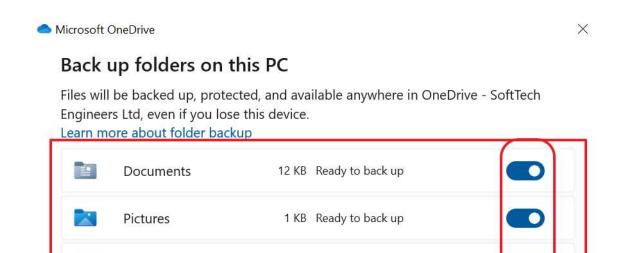
IT HELPDESK – SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

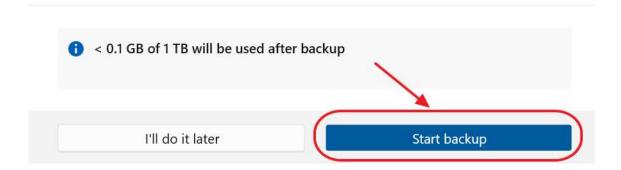
Page No: Page 9 of 1

Step 7: -> Please verify your folders and click on "Start Backup" button.

Desktop



9 KB Ready to back up





Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

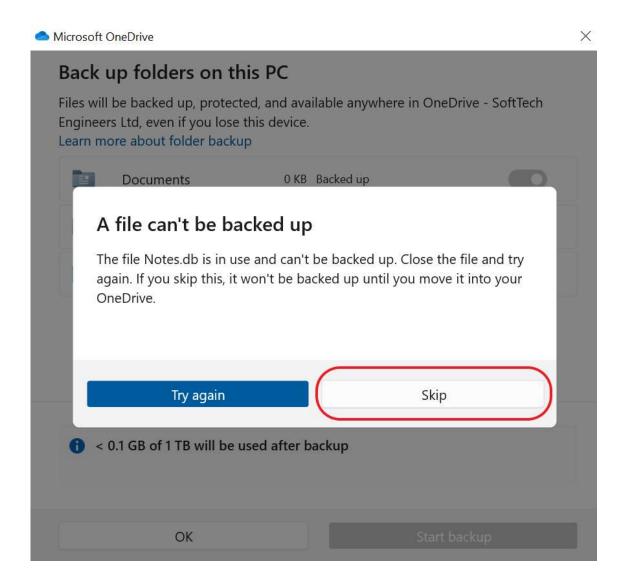
Date of Revision: 00/00/0000

Page No: Page 10 of 1

IT HELPDESK – SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Step 8: -> If your system showing below screen. Please check on "Skip" button.





Document No: 1.1

Date of Issue: 19/02/2024

Date 01 155ue. 15/02/202

Revision No: 00 Date of Revision: 00/00/0000

Page No: Page 11 of 1

IT HELPDESK - SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Step 9: -> Please click on "Next" as shown in below screen.





# Get to know your OneDrive

To add items, drag or move them into the OneDrive folder.







Document No: 1.1 Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

IT HELPDESK - SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Page No: Page 12 of 1

Step 10: -> Please click on "Next" as shown in below screen.





To let other people view or edit your files, you can share them. You can also work on folders shared with you.



Back

Next



Date of Issue: 19/02/2024

Document No: 1.1

Revision No: 00

Date of Revision: 00/00/0000

Date of Revision: 00/00/000

IT HELPDESK – SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

Page No: Page 13 of 1

Step 11: -> Please click on "Next" as shown in below screen.





# All your files, ready and on-demand

With Files On Demand, you can browse everything in your OneDrive without taking up space on your device.



### Online-only

These files don't take up space on this device, and they download as you use them.



#### On this device

When you open a file, it downloads to your device so you can edit it while you're offline.



### Always available

Right-click a file to make it available offline.

Back





1.1\_SoftTech - Content & Document Backup

Management Practices for the end user.

Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

Date of Revision: 00/00/0000

Page No: Page 14 of 1

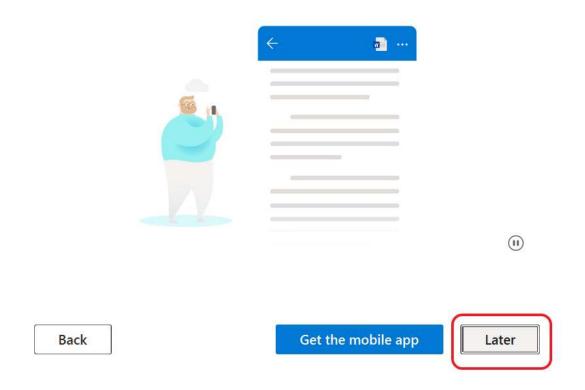
Step 12: -> Please click on "Later" as shown in below screen.

IT HELPDESK - SOP



# Get the mobile app

To work on your files on the go, use OneDrive on your phone or tablet. Available for iOS and Android.





Document No: 1.1

Date of Issue: 19/02/2024

Revision No: 00

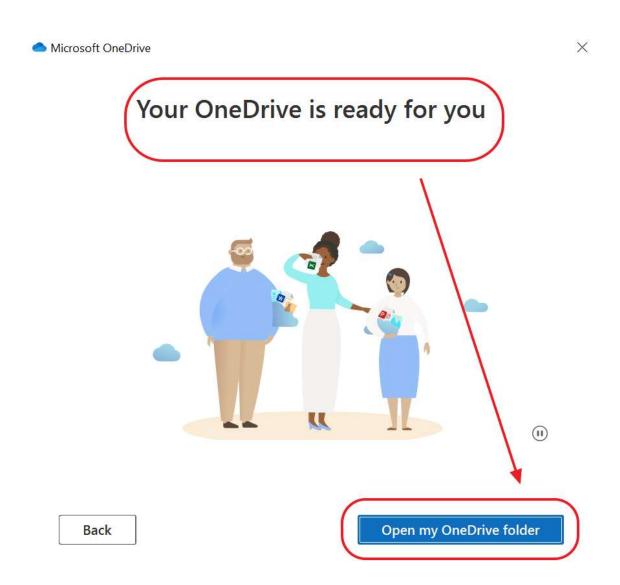
Date of Revision: 00/00/0000

Page No: Page 15 of 1

IT HELPDESK - SOP

1.1\_SoftTech - Content & Document Backup Management Practices for the end user.

**Step 13:** -> Please click on "Open my OneDrive folder" as shown in below screen and verify your folders.





Document No: 1.1

Date of Issue: 19/02/2024

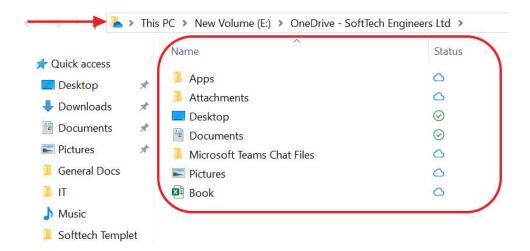
Revision No: 00

Date of Revision: 00/00/0000

Page No: Page 16 of 1

#### IT HELPDESK - SOP

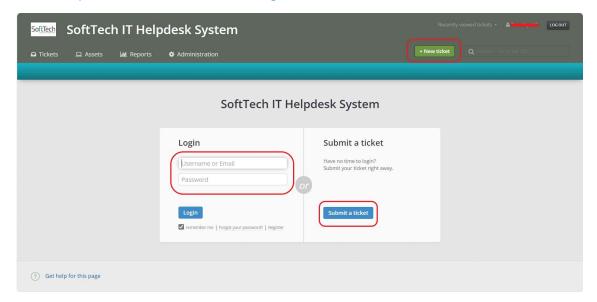
1.1\_SoftTech - Content & Document Backup Management Practices for the end user.



**Step 14:** -> If you are finding any difficulty, and not able to complete the above shared steps. Please do not hesitate to contact the Softech IT Helpdesk Team with your service request or incident number along with your error logs/screenshot.

1) Please use the URL below to create your service request and incident.

http://103.13.97.245:9092/User/Login?ReturnUrl=%2f



#### Note: -

When a user's license (OneDrive account) is removed, all data that is associated with that user account is held for 30 days. After the 30-day grace period, the data is deleted and can't be recovered.