NHS
England

Repoint the OneDrive sync app on your device

A Step-by-Step User Guide

Introduction

This guide provides you with the steps to repoint the OneDrive sync app on your device to your NHSmail OneDrive account.

Please follow the step-by-step guide below from start to finish. Once complete, your OneDrive sync app should be connected to your @nhs.net account and you are ready to start saving and sharing your data again.

Step-By-Step guide

1. Click on the blue 'OneDrive' cloud icon in your taskbar in the bottom right of your screen (or main screen if you are on a multi-display setup).
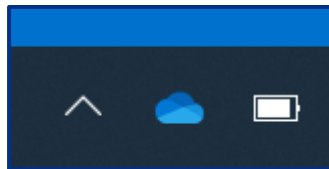

Please note: if you cannot see the blue cloud, go to the Start Menu and access OneDrive from the list. Click the up arrow (show hidden icons) in your taskbar and click on it from there.
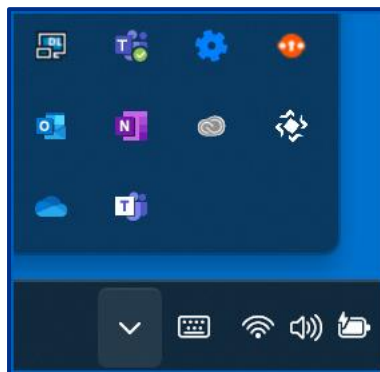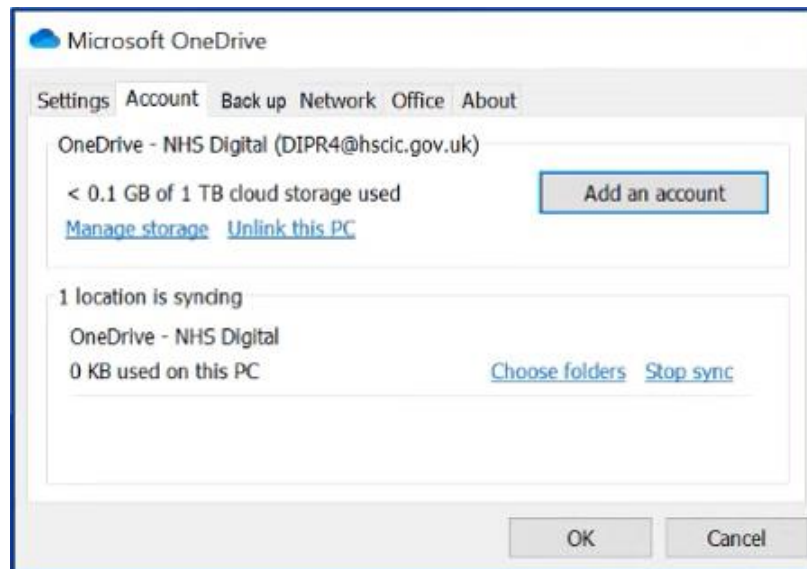

If you see a sync error message as you open your OneDrive. Please follow the steps in the '**Error! Reference source not found.**' section at the end of this guidance and then return to this step.

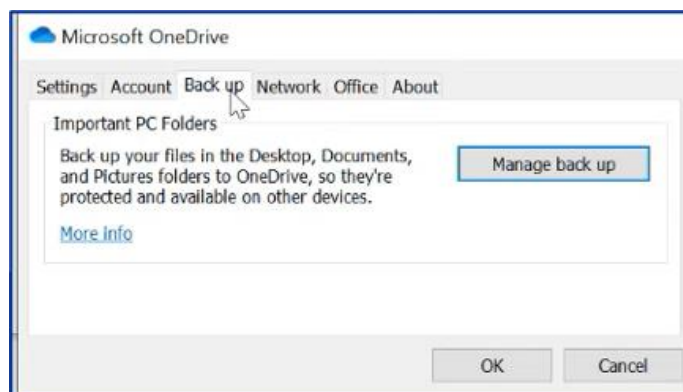2. Click the 'Help & Settings' cog ⚙ in the OneDrive pop-up window and click 'Settings'.
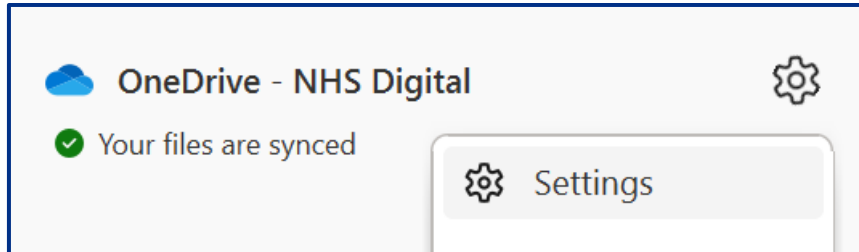
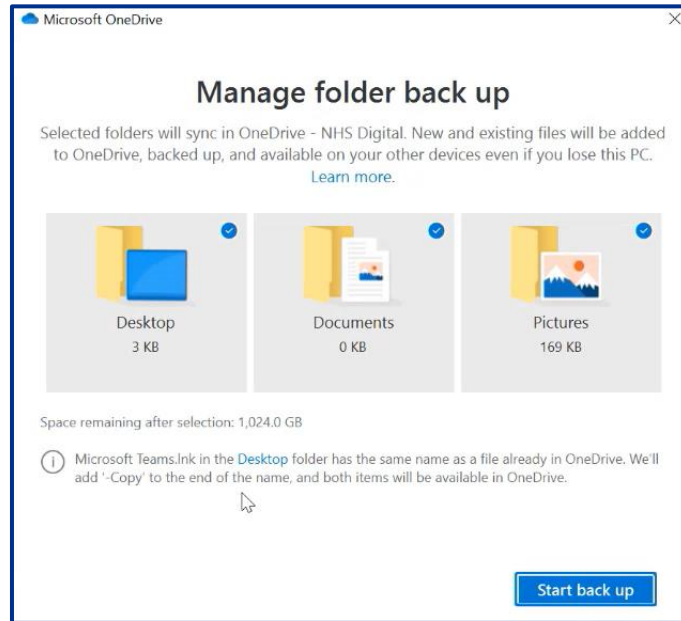3. Your Microsoft OneDrive Settings pop-up will appear.

Please note: it is normal at this point to still see your shortcode account in the OneDrive Account tab.
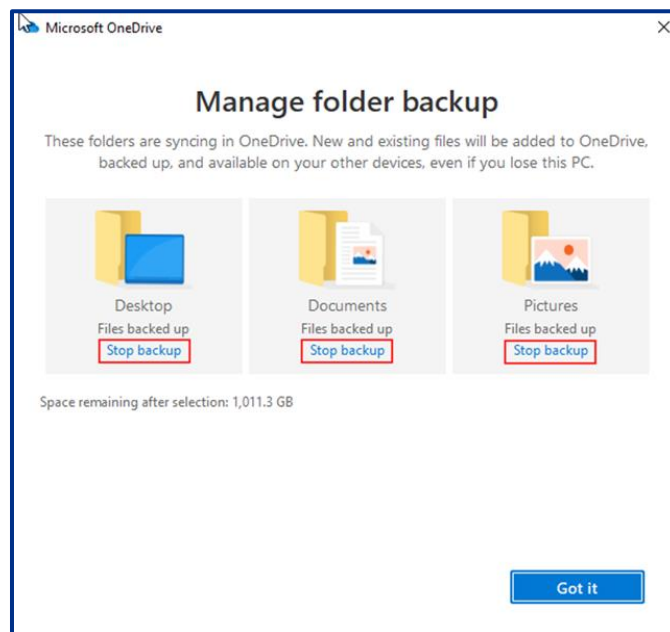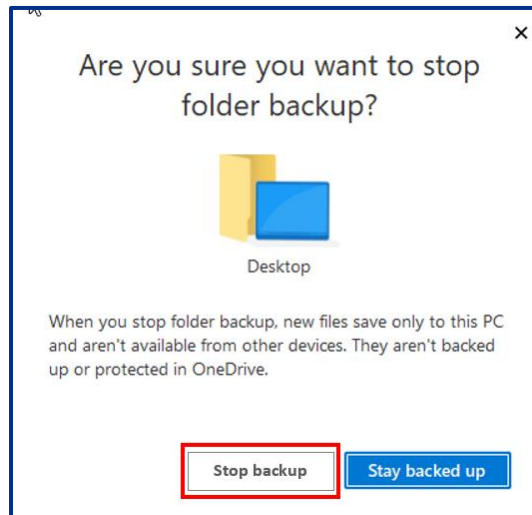
4. Click the 'Back up' tab.

5. Click the 'Manage back up' button to check the status of your back up. If the following 'Manage folder back up' window appears, displaying 'Start back up' go to step 10.
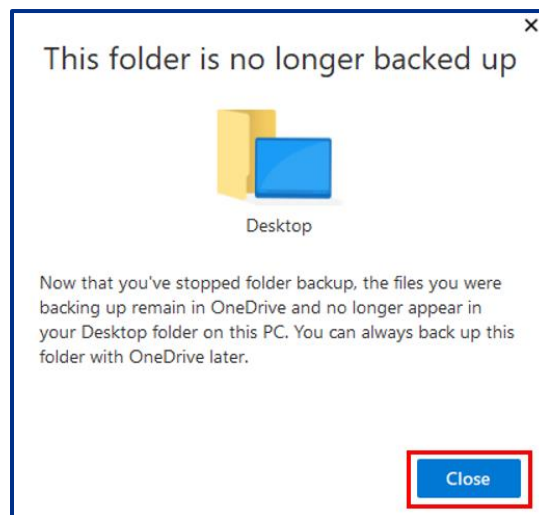

6. A 'Stop backup' option against 'Desktop', 'Documents' and 'Pictures' indicates that your backup has started. You will need to manually stop the Back up.

7. Click the 'Stop backup' link under the Documents folder. You will see a warning message. Click 'Stop backup' again to stop the backup for that folder.

8. Once the backup has stopped, click 'Close'.

9. Repeat these steps for your 'Documents' and 'Pictures' folders as necessary.

10. Close the 'Manage folder back up' window (as indicated in step 5).

11. In your Microsoft OneDrive Settings popup, click the 'Account' tab.

Please note: this window should still be open. If it is not, please repeat steps 1 to 3 again.

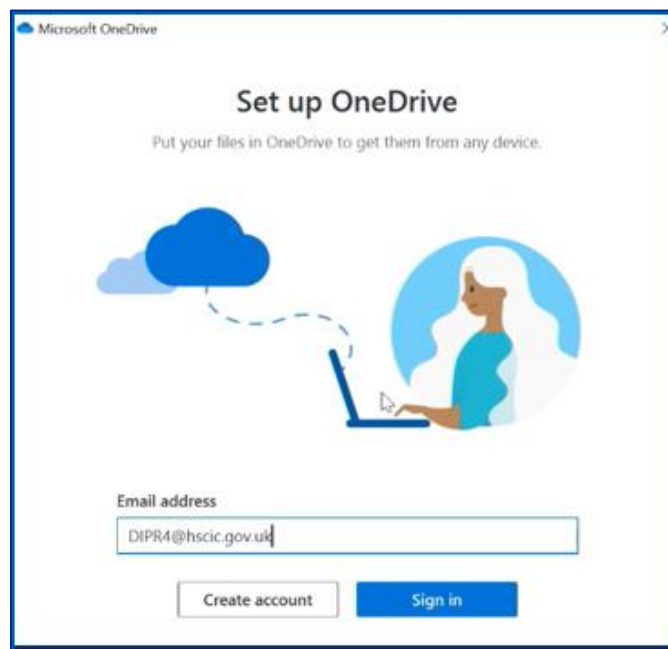12. Click the 'Unlink this PC' link under the current account listed.
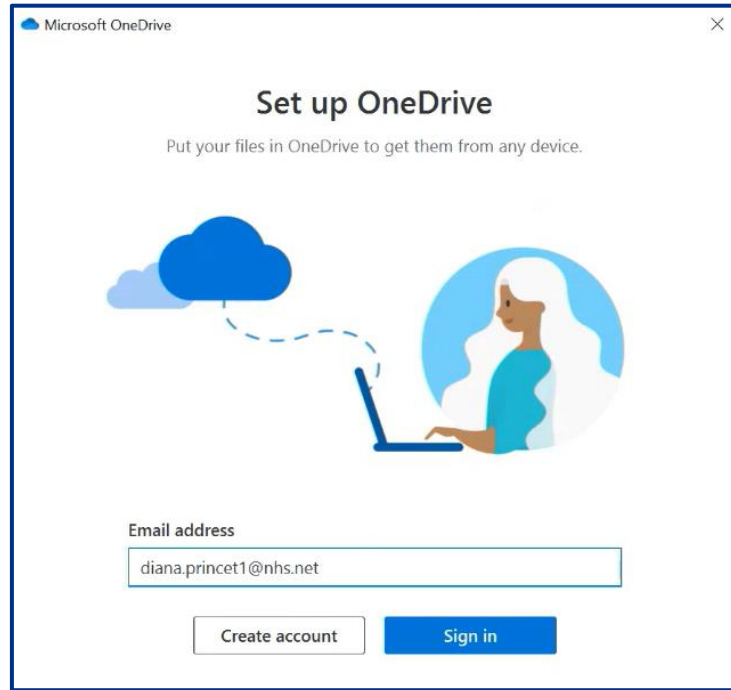

13. Click the 'Unlink account' button.
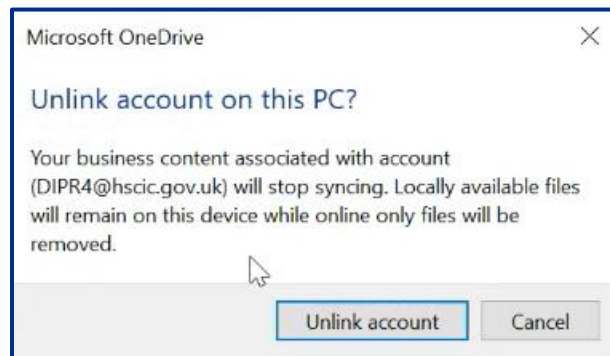
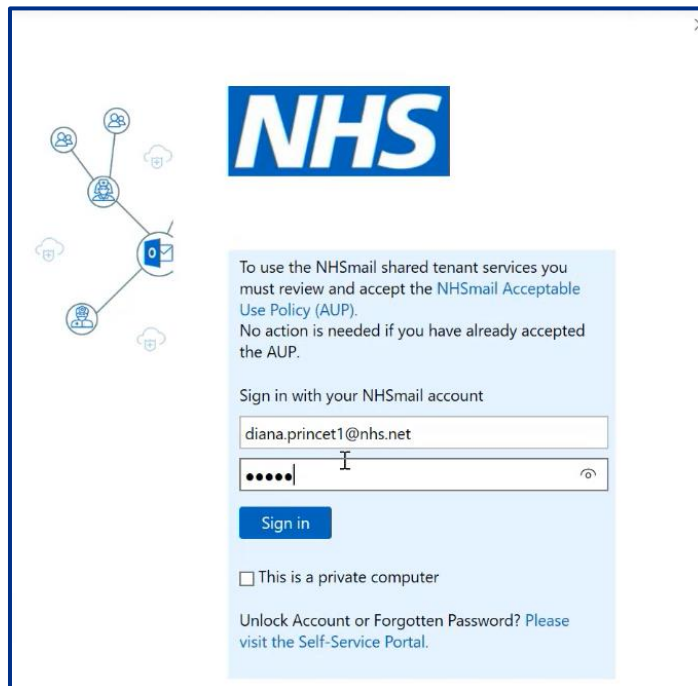14. You have now successfully removed the link to your legacy account.

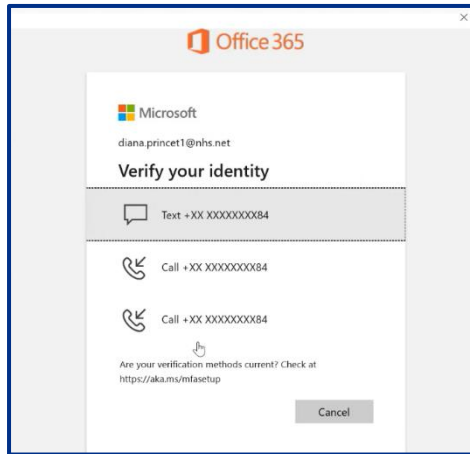15. A prompt will appear to 'Set up OneDrive'.

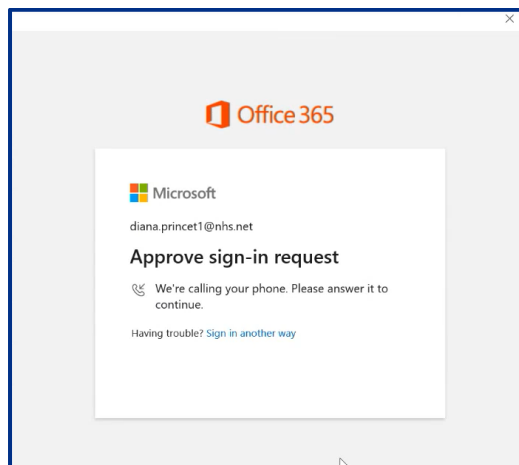16. **Enter your NHSmail details** and click 'Sign in'.

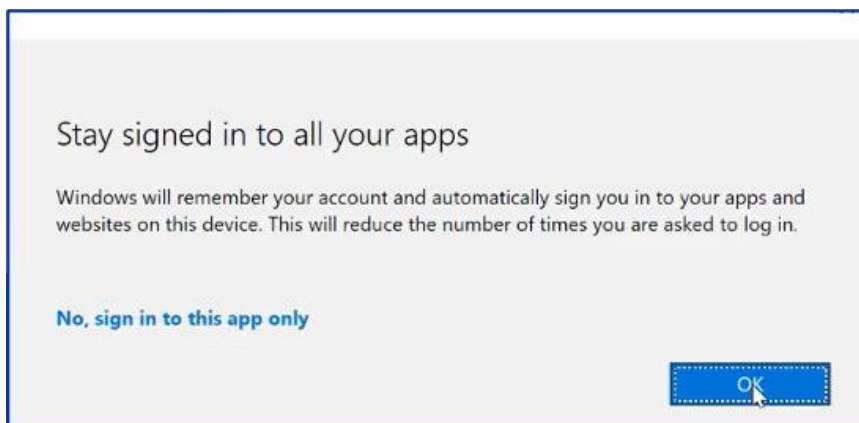17. Enter your NHSmail password and click 'Sign in'.

18. Choose your Multi Factor Authentication (MFA) method (you will only need to do this once).
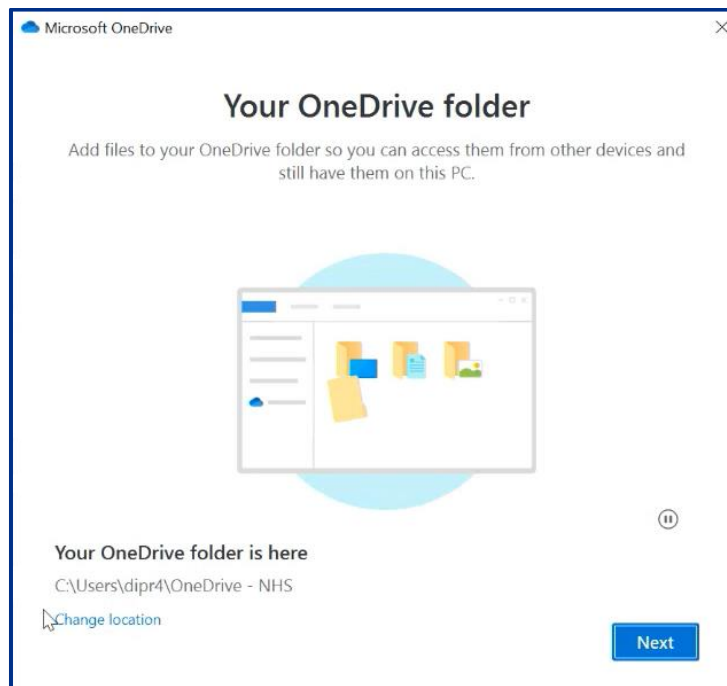

19. Approve your sign in on MFA.

20. Click OK to confirm that your nhs.net account will now be the default account.

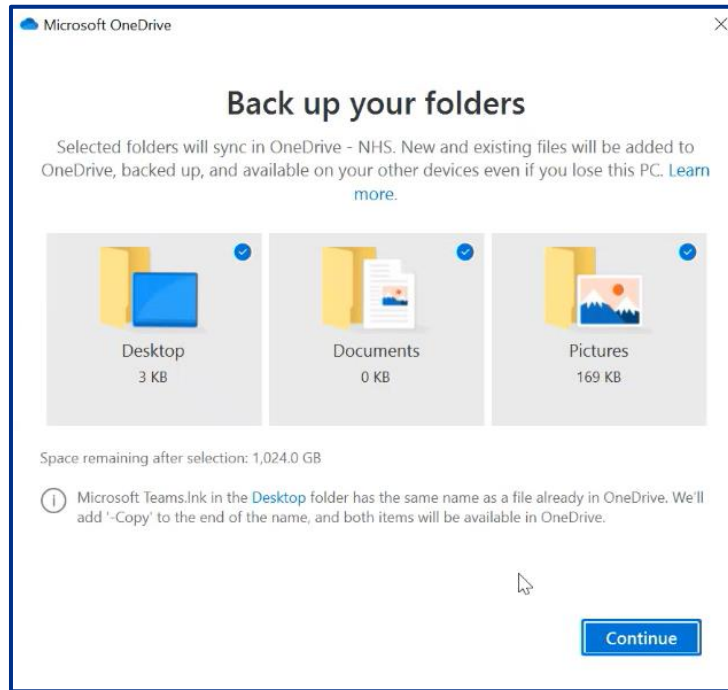21. Your corporate device will now register with NHSmail and may take some time.

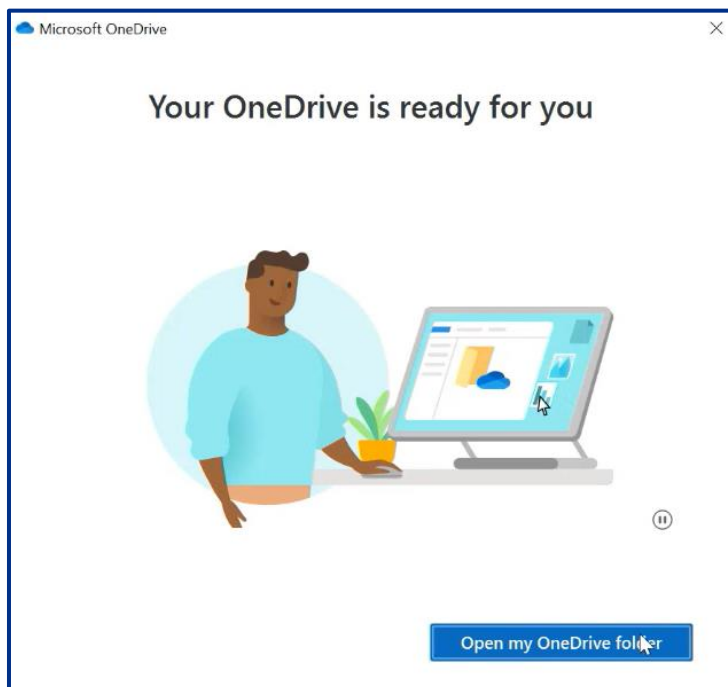22. When complete, you will be prompted to set your back up sync again. Click 'Next'

Please note: your OneDrive folder is now renamed 'OneDrive – NHS'.

23. Click 'Continue' to follow the on-screen instructions.

24. Once complete, click 'Open my OneDrive folder'.

25. Your OneDrive is now identified as 'OneDrive – NHS' and the folders no longer have a padlock symbol.