

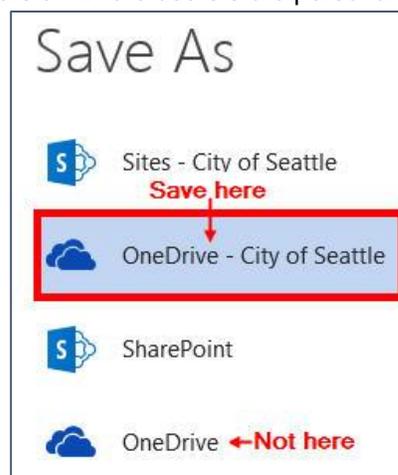
## What is the difference between OneDrive - City of Seattle and SharePoint Online?

**OneDrive – City of Seattle** is **your** storage location in the Cloud for documents related to City business - like a "Cloud Cousin" of your Home Drive. Users can share files and directories with others, in accordance with the City Acceptable Use Policy.

**SharePoint Online** gives you and your team the ability to store and share documents in the Cloud and communicate with each other online. This is especially useful if team members are in different units and departments - or are external consultants.

## When I do a Save As, I see two OneDrives - what is the difference between OneDrive - City of Seattle and OneDrive?

**OneDrive – City of Seattle** is where you store your **City** files and folders. **Use OneDrive - City of Seattle at work.** The other OneDrive is the consumer version where users store personal documents and photos that are **separate** from the workplace.



## Can other employees see or access my OneDrive - City of Seattle?

Not unless you share a Document or a Library with someone. Your OneDrive is like your Home Drive. Only you have access to it. There is also a "Shared with Everyone" folder but be careful. Everyone means **EVERYONE** working in the City of Seattle.

## I've heard you can access your OneDrive - City of Seattle files in Windows Explorer. Is that true?

Yes. While in OneDrive, click the Library Tab near the top left to open the Library Tool Bar. Click Open with Windows Explorer and when Explorer opens, right click Favorites and select Add Current Location to Favorites. **Please note this only works in Internet Explorer.**

## What does Sync mean?

Sync is where the **contents of a Document Library** are copied to your computer and updated back and forth between the local drive on your computer and the Cloud. You can't sync a single document, you can only sync entire Document Libraries.

## Can I sync files from OneDrive - City of Seattle to my City-owned laptop or PC?

Not individual files. You can sync the whole of your OneDrive library to your local City computer, not individual files.

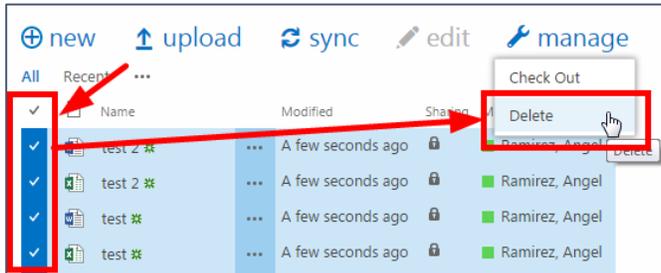
## Can I create a new document in OneDrive - City of Seattle?

Yes, you can create a new document by clicking the "new" link and then click Word document that opens in Word Online. Name the document by clicking the word DOCUMENT in the black header bar and enter the name. Click the Back Arrow to Save – OR - you can also click on your name on the Header Bar to the right of "Word Online" This will return you to OneDrive.

## How do I delete a document?

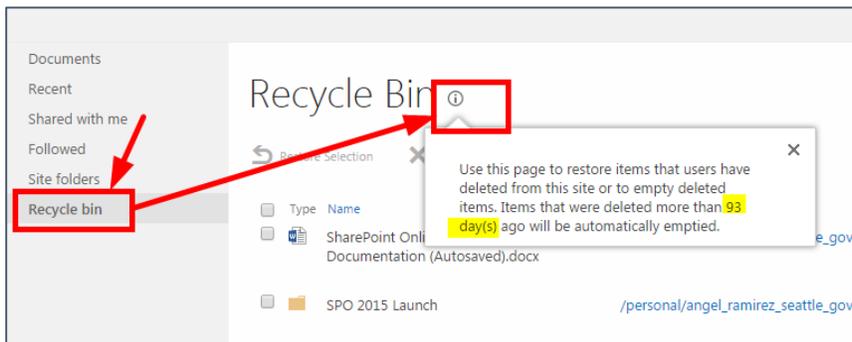
Click the ellipsis, the three dots to the right of the document name and then click the ellipsis at the bottom of the window. Scroll down and select delete.

You can delete multiple items by selecting them then clicking Manage > Delete.



## What happens when I delete a file? Can I get it back?

When you delete a file, it goes into the Recycle Bin for 93 days. After 93 days, it gets deleted permanently. You can restore a file from there or permanently delete a file.



## Where is the Recycle Bin?

- In **SharePoint Online**, click the round **Gear** to the right of your name and click **Site Contents**. The Recycle Bin is near the top right.
- In **OneDrive – City of Seattle**, the Recycle Bin is located on the **Quick Launch** list on the left side of the page.

## How do I save a document to my OneDrive?

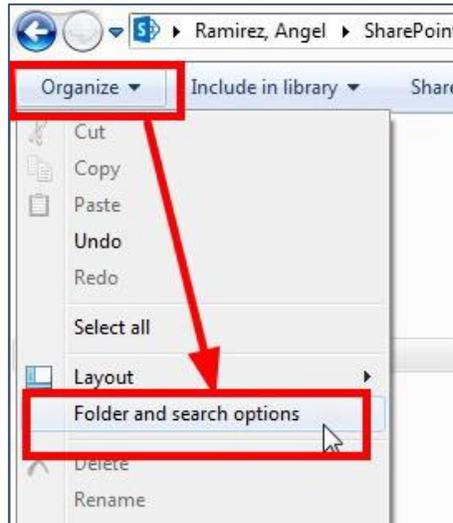
1. First, place OneDrive in your Favorites:
  - a. In OneDrive, click the Library Tab near the top left to open the Library Tool Bar.
  - b. Click Open with Windows Explorer and when Explorer opens, right click Favorites and select Add Current Location to Favorites.
  - c. Please note this does not work in Google Chrome.
2. Next, go to File>Save As>OneDrive-City of Seattle>Click Browse.
3. Scroll up to Favorites and select OneDrive – City of Seattle.
4. Click Save.

Please Note OneDrive may already be in your Favorites is you have already synced.

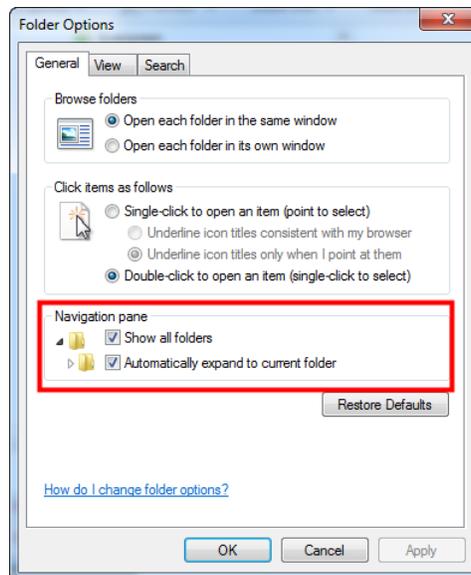
You can also Drag & Drop in Windows Explorer as you have done with your network drives, or Drag & Drop using your internet browser (IE 10 or newer). **See next item if Folder structure is not expanded.**

**I want to Drag and Drop a Folder to another location but I don't see the full Folder structure. How do I expand Folders?**

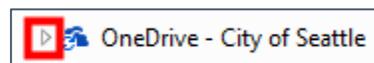
- In Windows Explorer, click **Organize > Folder and search options**



- In Folder Options, click **Show all folders and Automatically expand to current folder. Click apply and OK**



- Now you can click the **Caret** to expand **OneDrive**



## **Should I save my City documents to OneDrive - City of Seattle or SharePoint Online?**

### **Save to OneDrive - City of Seattle if:**

- You don't plan on sharing them. This is great for draft documents or documents do not need to see
- You plan to share them, but they have limited scope or lifecycle, like an article or a document you'd like colleagues to edit
- The document is stand-alone and doesn't really belong in a team site

### **Save to a Team Site Library so that:**

- Team members have access to the document, instead of you needing to grant individual permissions
- Team members can view and edit the document
- The team can share ownership and permissions to the document
- The document is saved with other related documents in a Library where the team could expect to find documents associated with a topic

Adapted from <https://support.office.com/en-us/article/Should-I-save-my-documents-to-OneDrive-for-Business-or-a-team-site-d18d21a0-1f9f-4f6c-ac45-d52afa0a4a2e> Click the link for the complete answer from Microsoft.

## **Can I access my OneDrive - City of Seattle on my City cell phone?**

Yes. There are two ways: Web Browser or OneDrive - City of Seattle App

Web Browser:

1. Open a Web Browser
2. Go to <http://mysite.seattle.gov> to find the sign-in welcome page
3. Sign in with your full City email and password.
4. Click the OneDrive button.

OneDrive for Business App ([link to several apps](#)):

1. Go to your device App store, search and download OneDrive for Business.
2. Enter your email address
3. Takes you to a second page – enter your password
4. Your OneDrive for Business opens
5. When finished, click the Settings gear and tap Sign Out.