Digital Learning Team
embedding technologies in learning and teaching
to improve outcomes for all learners

Troubleshooting OneDrive issues on iPad

1. Checking your account

2. Backing up work

3. Signing in with the correct account

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Office 365 apps available on iPad: OneDrive, Word, PowerPoint, Excel, OneNote, Sway.

This guide is for those with issues with OneDrive due to logging in using an incorrect email address rather than their Office 365 username.

1. Checking your account in Office apps for iPad

You can check the type of account you are logged in with by tapping on the initials in the top left of the screen.
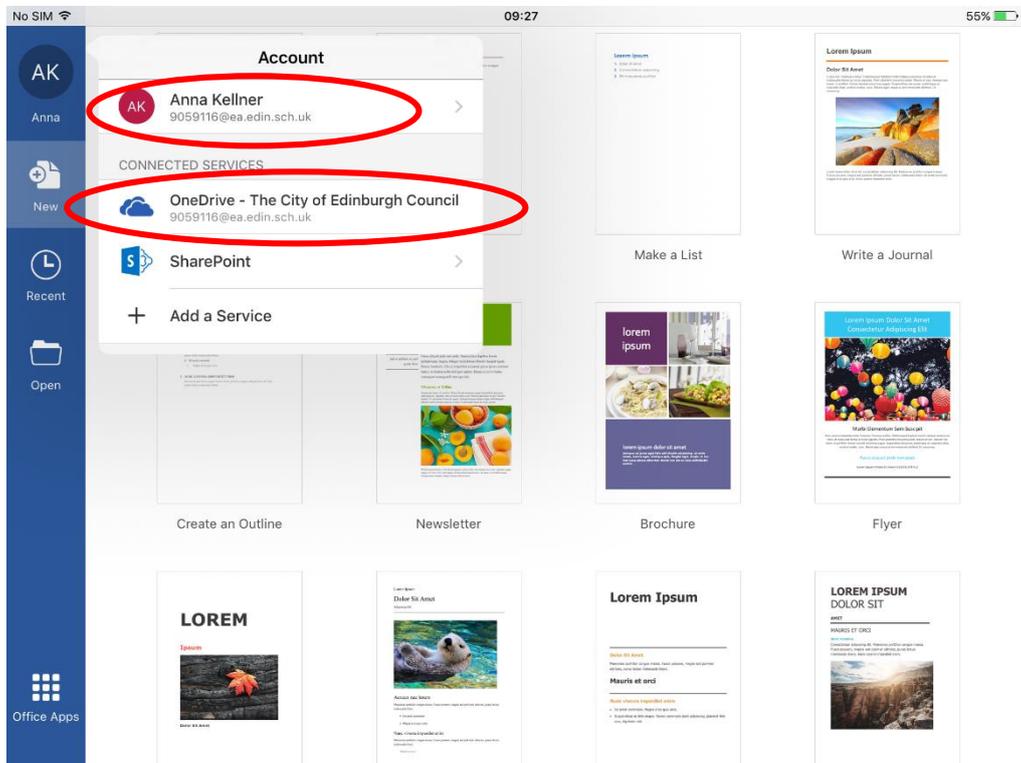
The account has been correctly logged in if it shows your name and your Office 365 username. It should also show that the OneDrive is associated to The City of Edinburgh Council, it should not say Personal.

Your Office 365 username is in the form payrollnumber@ea.edin.sch.uk (teacher) or SCNnumber@ea.edin.sch.uk (pupil).

You have a number of email addresses associated with this account, but you should always use the format above when Office asks for a username.

2. Backing up work

If you were signed in using an incorrect email address then it is likely that Microsoft has created a new Microsoft account for you. This means that it has created a personal OneDrive for you and you may have saved your work to this OneDrive. This is a consumer OneDrive which is not linked to your Edinburgh Council account and only has a capacity of 5 gigabytes.

Before logging out of this OneDrive you should save a copy of any documents from your OneDrive to your iPad so you do not lose your work.

Please follow the instructions below for how to do this:

Open the document from your OneDrive, tap on the icon in the top left which looks like a document with three dots on it.
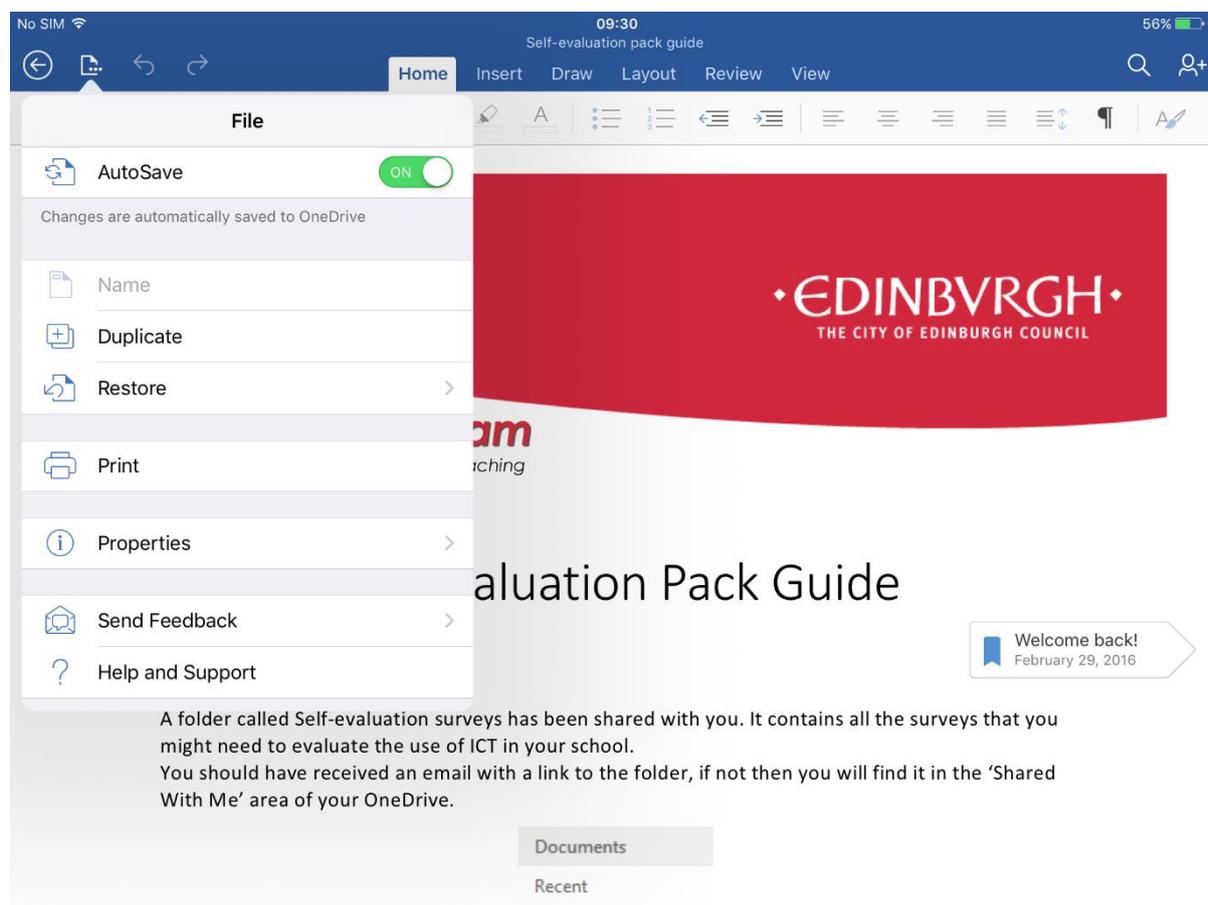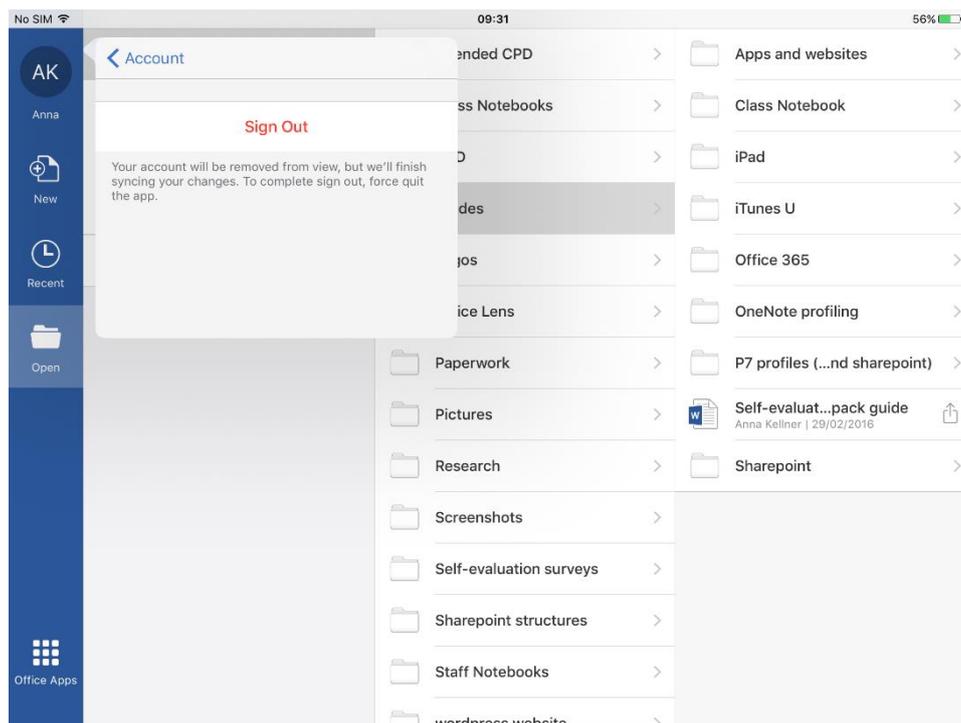
Now tap on 'Duplicate', choose your iPad as the save location and tap on 'Duplicate'.
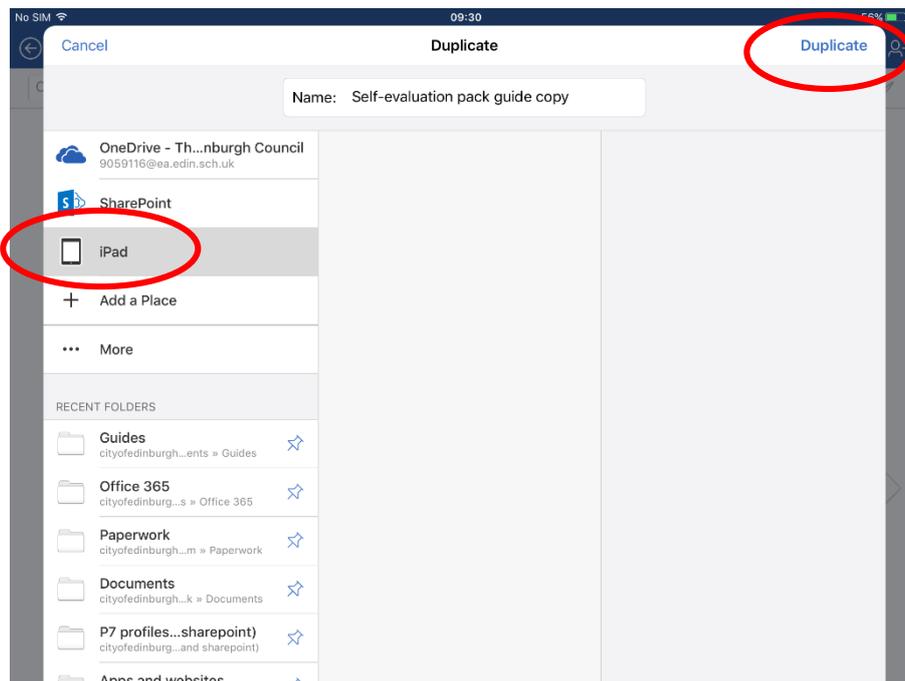
You will need to do this for each document.

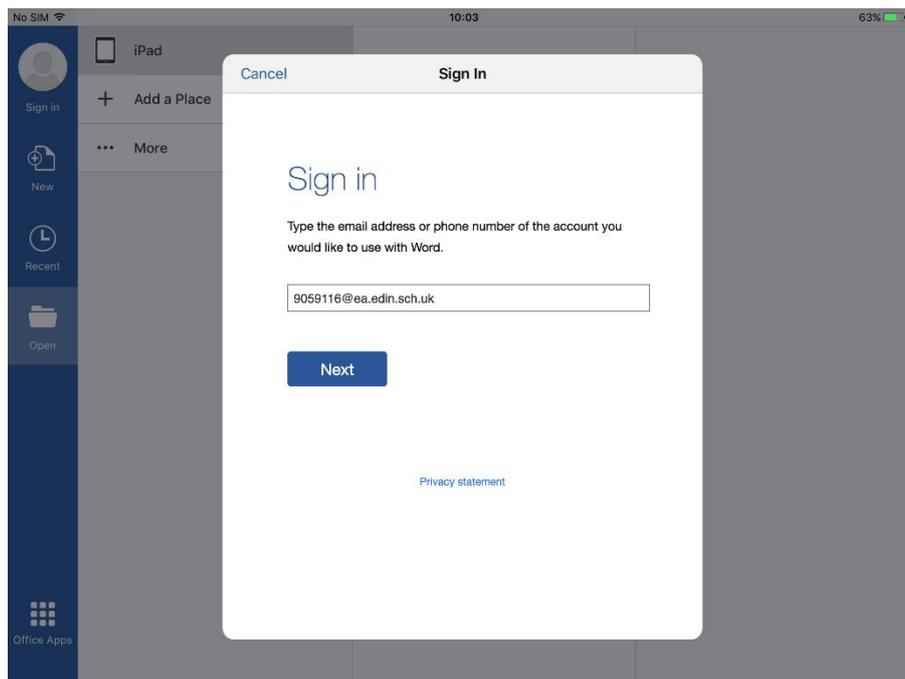## 3. Signing in with the correct account

You will need to sign out of your current account, do this by tapping on your initials in the top left of the screen, then tap on your account then 'Sign Out'.
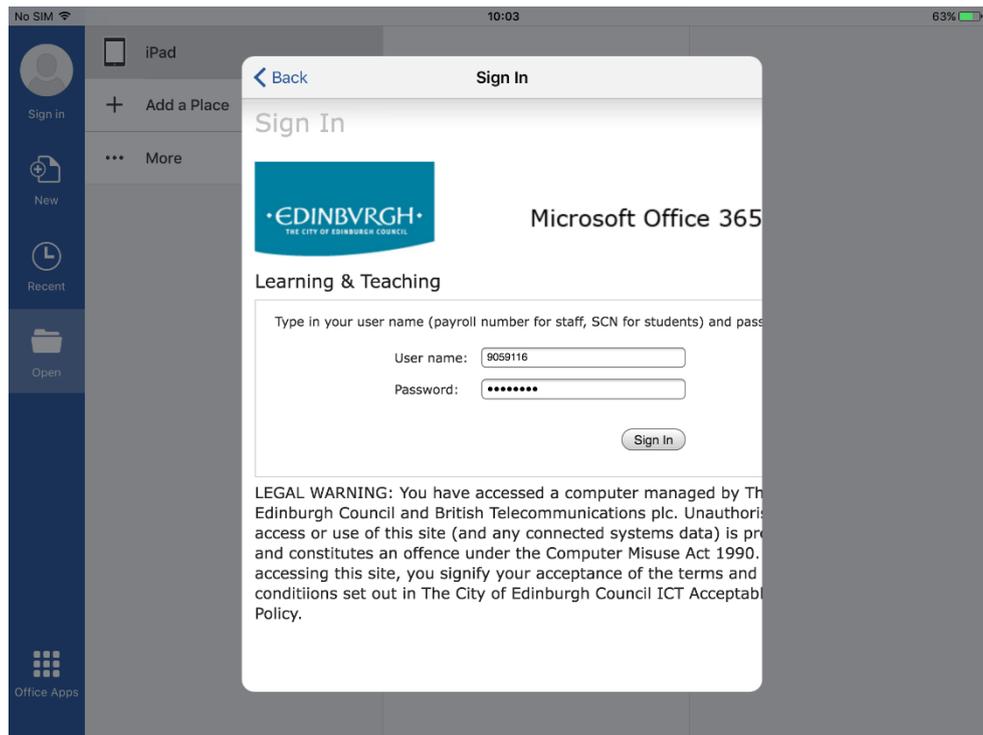
The top left corner should now turn into an icon for signing in.
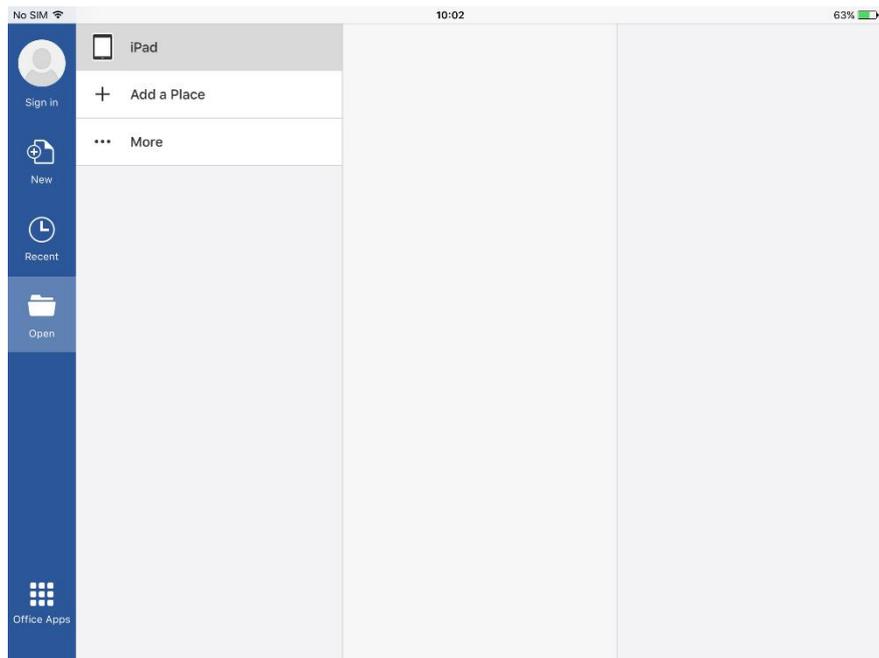
Tap on 'Sign in' and enter your username (the one ending in @ea.edin.sch.uk)

When you tap on 'Next', you should be redirected to the Edinburgh log in page. Enter your payroll number or SCN number and your password.

Tap 'Sign in' to complete the process.

4. Moving work to your OneDrive

Tap on 'Open' and choose iPad, open any documents that you want to save to your OneDrive. Use the duplicate method to create a copy in your Edinburgh Council OneDrive. Once you have done this, you can delete the documents from your iPad.