

What do the OneDrive icons mean?

The Microsoft OneDrive icons in the notification area and File Explorer tell you the sync state of the file or folder.

Three little blue lines



The glimmer marks (three little blue lines) seen next to a file or folder indicate that the file is new. You'll see this only when using OneDrive.com online.

Red circle with white cross



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.




Click the blue or white OneDrive icon in the notification area to learn more about the problem.



Gray OneDrive cloud icon



A grayed-out OneDrive icon in the taskbar means you're not signed in, or OneDrive setup hasn't completed.

On a PC, press , search for **OneDrive** and then open the **OneDrive desktop app**.

On a Mac, use **Finder** or **Spotlight** to start OneDrive.

Note: If you see the error message "You're already syncing a personal OneDrive on this computer. Unlink that account to add a new one", follow these steps to unlink and re-link your personal OneDrive account. You won't lose files or data by disabling, uninstalling or unlinking OneDrive on your computer. You can always access your files by signing in to your OneDrive account online.

1. Select the **OneDrive** cloud icon in the notification area.
2. Select **More > Settings**.
3. Click **Unlink this PC**.
4. Follow the steps in the **Welcome to OneDrive wizard** to set up OneDrive.

OneDrive paused icon



The paused symbol over the OneDrive or OneDrive for work or school icon means your files are not currently syncing.



To resume syncing, select the blue or white OneDrive icon in the notification area, select **More** and then **Resume syncing**.

OneDrive icon with sync pending arrows



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.



Sync icons may also be seen online in OneDrive.com.



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.

Red with white bar OneDrive icon



If you see a red "no entry" style icon over your OneDrive icon, it means your account is blocked.

Yellow exclamation mark OneDrive icon



If you see a yellow warning triangle over your OneDrive or 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.



People icon next to a file or folder



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.

Blue cloud icon



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.

You can't open online-only files when your device isn't connected to the Internet.

Green tick icons



When you open an online-only file, it downloads to your device and becomes a *locally available* file. You can open a locally available file anytime, even without Internet access.

If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."

Solid green circle with the white check mark



Files that you mark as "Always keep on this device" have the green circle with the white check mark.

These always available files download to your device and take up space, but they're always there for you even when you're offline.

Padlock icon



OneDrive will show a padlock icon next to the sync status if the file or folder has settings which prevent it from syncing.

3 squares icon next to "Owner" or "Can edit"



The three squares icon next to an album indicates a shared collection of files. You will see this whether you are the owner of the files, or if they have been shared with you.

Flashing OneDrive icon in Android



The OneDrive cloud icon may briefly appear in your Android notifications as part of the normal upload process.

Why do I have two OneDrive icons?



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.

The blue one is for your work or school account, the white one is for your personal account.

Gray X on desktop icons



This is not a OneDrive icon, but a corrupted Windows shortcut icon. If you see a gray X over your Windows Desktop shortcuts, try these tips:

Right-click on your Desktop and select **Refresh**.

Uninstall any backup applications that are not longer used. Restart your computer after each uninstallation.
