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Some Basic Self Help to Microsoft's Office365 and OneDrive Authentication Glitch: MAR 2023

Are you experiencing the dreaded Yellow Triangle on your Office Account User Icon, or the Red X with your OneDrive not connecting , or a constant Microsoft Authentication Sign-in
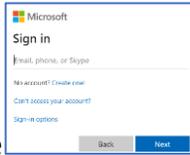
prompt from Teams or OneDrive , locking you out and your Outlook not updating???

If so, then try these steps, in this order:

1. Minimize any non-Microsoft applications and browsers. – You might have missed a sign in prompt. If you missed a sign in prompt, enter your Microsoft Password and complete the MFA. See if you can sign back into your OneDrive. If not, go to #2 below.

2. Check and see if you need **Office365** Updates.
    a. Close all emails and *Outlook*.
    b. Close all **Powerpoint**, **Excel**, **Word** documents except for one.
    c. On that last one, click on the *File* tab, *Account*, *Office Updates* Update Options button.
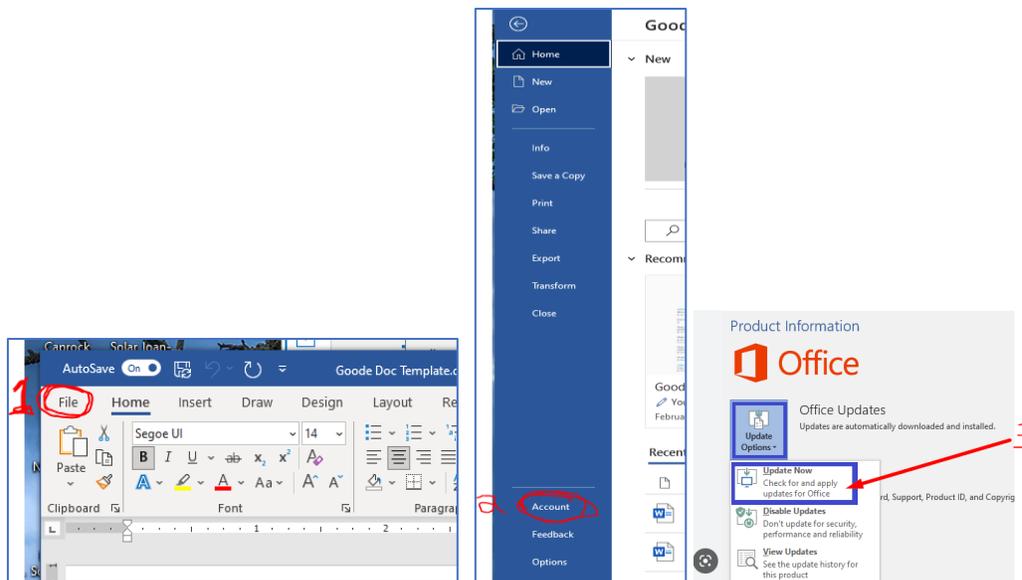
d. Run the update if there is one. Microsoft may take a full minute or two before the "Office Updates" start to show. NOTE: Microsoft may say you can continue to use Office while it updates, but very shortly into the update you will have to close all Office products mentioned above. So once you see that notice, go ahead and close that last document you had open.

e. Once the updates are done. Open **Word** or **Excel** first. See if you are still getting the yellow warning triangle on your *User account Icon*. If no warning, then open **Outlook** and see if it updates. If not, go to #3.
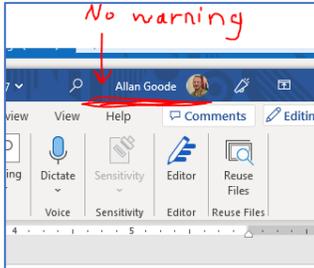
3. Open the Microsoft *EDGE* browser.

a. In the right hand corner, should be your *user account icon*. Click it and see if "Sync is on." If not, then click on the **Settings** Icon.
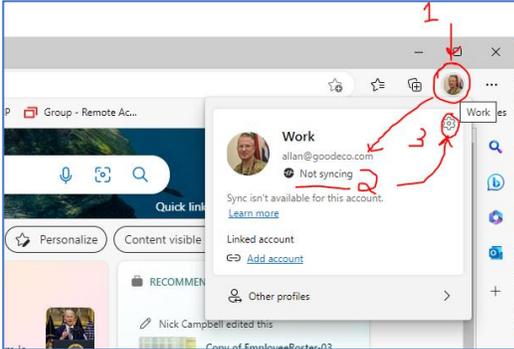
b. Try, *Signing Out*. Do **NOT** delete your history, passwords, etc.
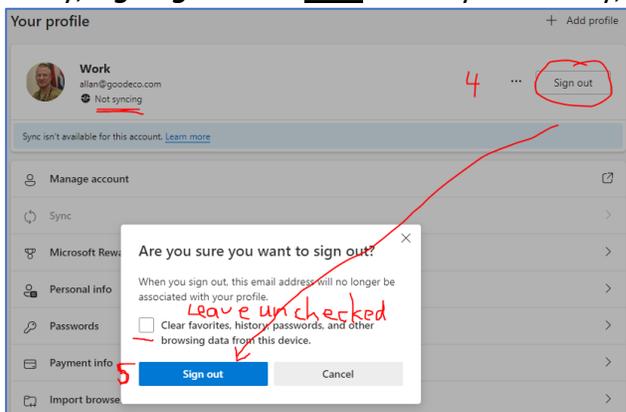
c. Now, sign back in by choosing your Work account.
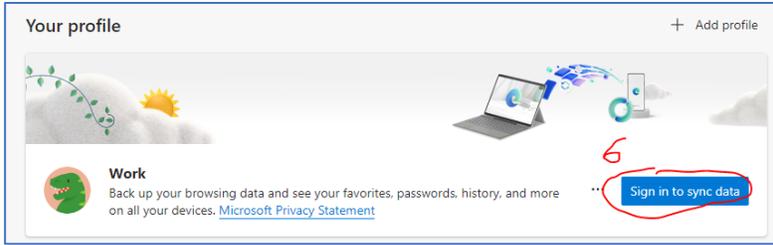
d. If you see more than one account, that can cause issues as your other Microsoft applications can try and use those "other" accounts that may not be properly licensed or will not sync with other required applications like Sharepoint. If this is the case, you will need to get with your IT Support to remove/sign out of those other accounts.
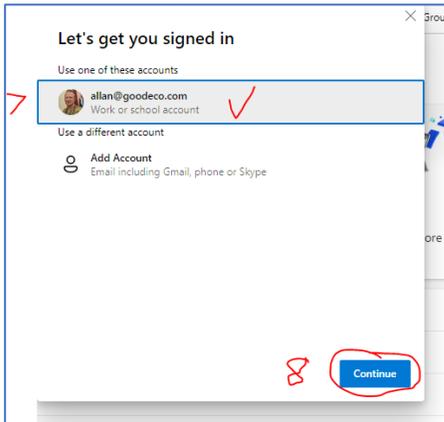
e. Upon signing back in, it may take a few minutes to "Sync". If you get "Sync in Progress", wait 1-2 full minutes, then Close EDGE. Wait 10seconds and reopen Edge. If it does not say "Sync is on", then you will need to restart your computer.

f. If you still get "Not Syncing", you will need to restart your computer.

g. Turning your computer "off" and back "on" is NOT the same as a restart.
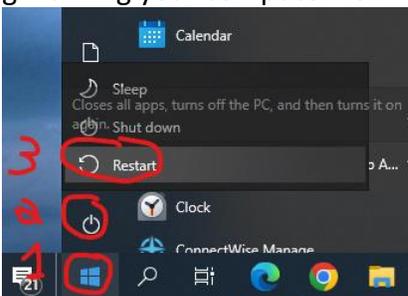
h. Upon the computer coming back up, log back into the computer and open up **EDGE** browser. Go back to your account icon and sign back in with your current WORK Microsoft account. If you do NOT get the "Sync is on", then call your IT Department. If you do get "Sync is on"-Great, then follow these next steps:

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    i. Wait till Teams automatically restarts and comes back up. Once it does, make sure you are logged in and active connection.
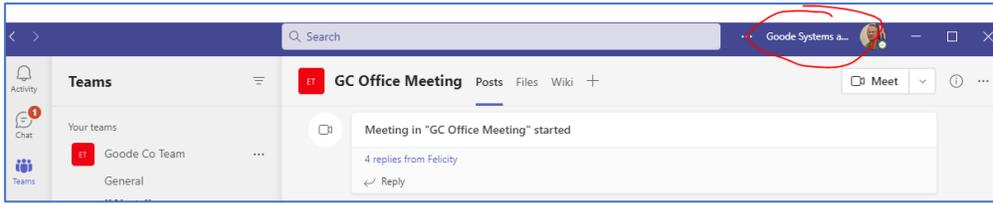
    ii. Once Teams has come up and active, open up the **OneDrive** cloud icon down in the bottom of your *task bar* or goto **Start**, type in and open OneDrive application.
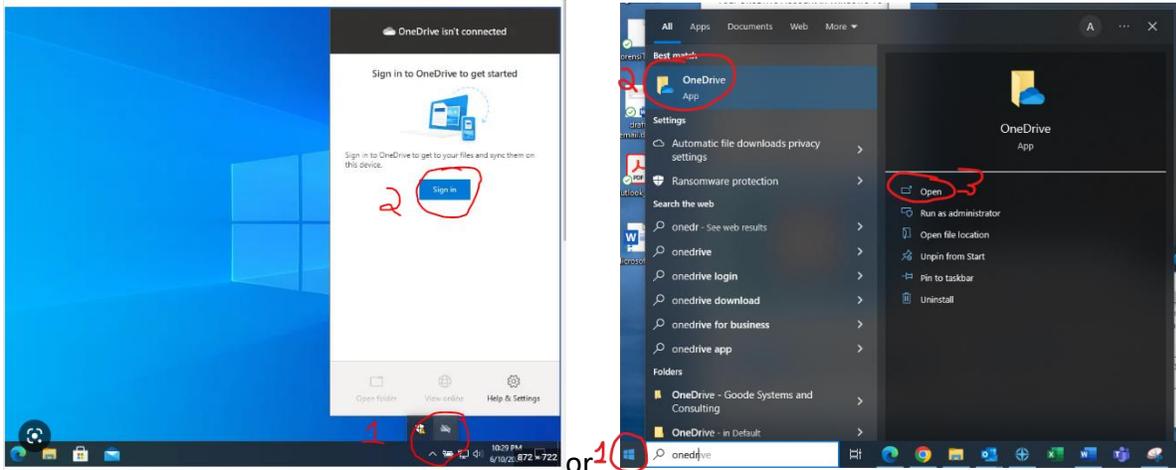
OneDrive should automatically authenticate when **Edge** "sync is on".
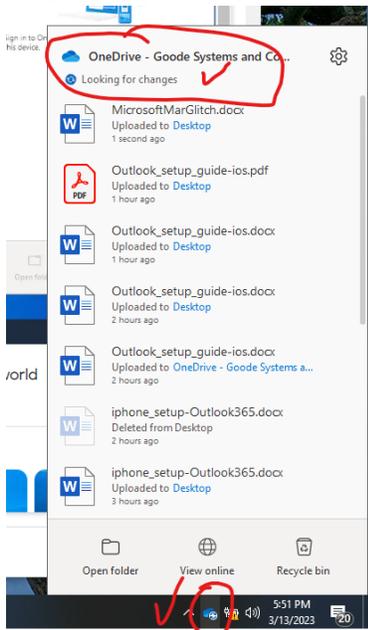
    iii. Now that OneDrive is active and syncing, open up an Office365 application such as **Word** or **Excel**. Do this BEFORE opening **Outlook**.

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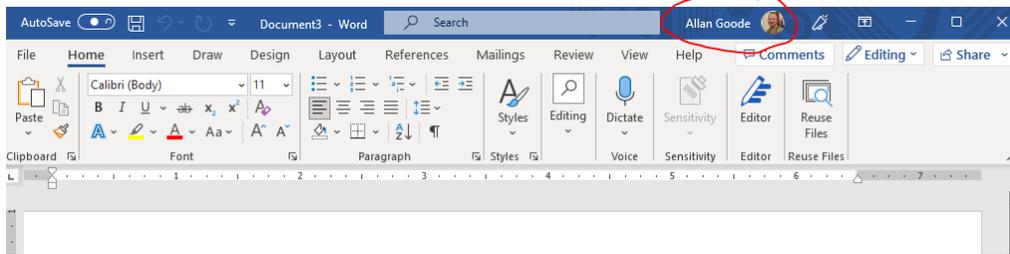
Check and see if you are still getting the Warning triangle. If you are not, then proceed to opening up Outlook, and it should open and update. If Outlook, does not update, contact your IT Department.

      iv. If you still getting the warning triangle, click on the *File* tab, *Account*, and see if you are getting the "**Fix me**" button. If this works and the warning triangle goes away, you should be able to open Outlook and it update. If this does not work, contact your IT Department.
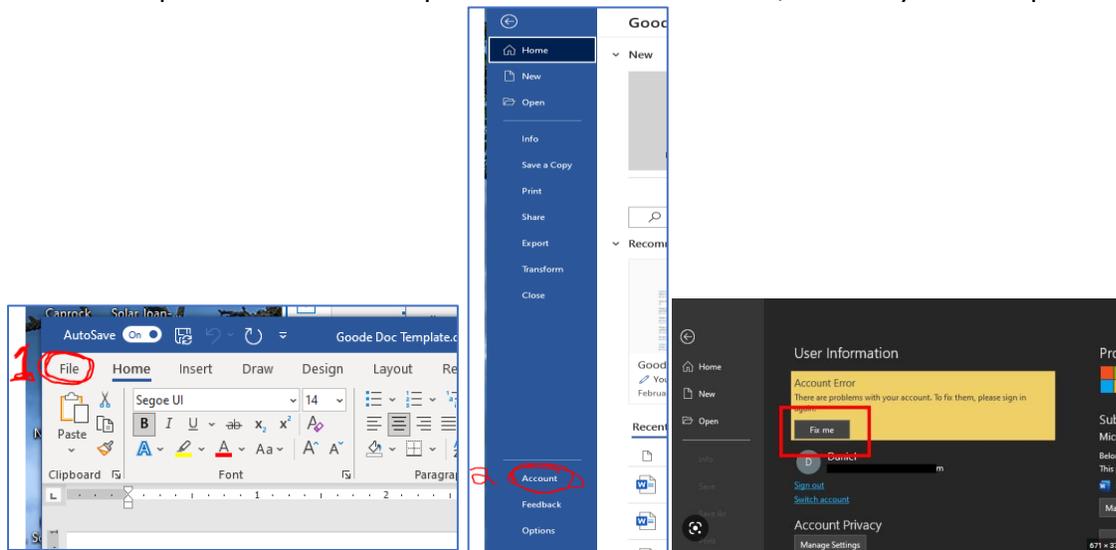
One size does not fit all when it comes to Microsoft issues and troubleshooting. Authentication issues may present in many ways. There are many ways to address those many ways. Additional troubleshooting, diagnosing, and repairs may be needed.

And these are not "permanent" fixes. Once "fixed", the issue may re-present so additional troubleshooting steps may be necessary. These additional steps may take 1-2 hours or more, may require your presence due to multi-factor authentication, and may require the computer be reformatted and reset.