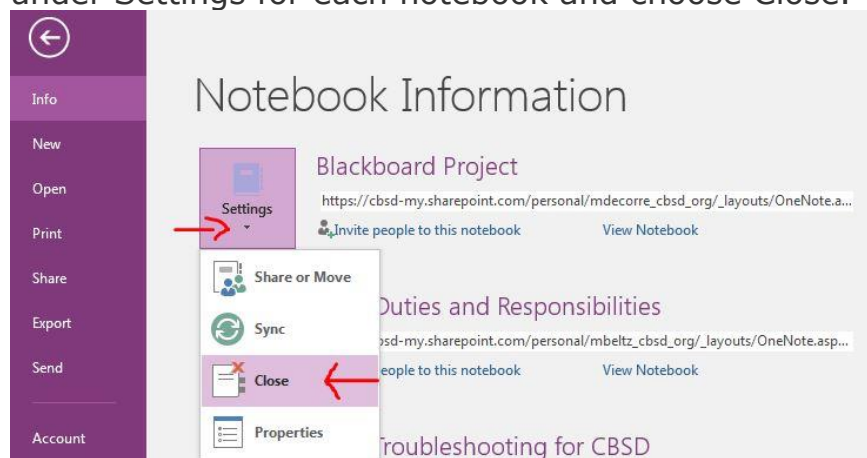


OneNote Sync Troubleshooting

OneNote - If you have OneNote notebooks, please follow the instructions below and/or watch this [short video](#) that will explain the steps:

- Launch OneNote on your laptop or computer
- Close each Notebook by clicking on File and clicking the arrow under Settings for each notebook and choose Close.



- After you have closed all your notebooks, login to Office 365 and re-open each notebook and choose "Edit in OneNote". This will re-establish the link to each of the notebooks on your computer.

Shared Office 365 files - If you are unable to open or get an error when opening any files such as OneNote, Word, Excel or Powerpoint that were shared with you, please do the following:

- **OneNote - Close all OneNote notebooks in the desktop version first**
- Login to Office 365
- Click on Shared with Me
- Locate the file and then open it. This will re-establish the correct link to the file.

IMPORTANT NOTE: *If you have shared an existing document or notebook with others, you will need to re-share it so they are able to see and access it.*

If you are unable to see or access a document or notebook that

was shared with you, contact the owner of the document or notebook and ask them to re-share with you.