

Fixing Your *OneDrive* Account

If you made a mistake when logging into your *OneDrive* account
OR
You share a computer with other people who also use a *OneDrive* account,
you will have to re-set your internet browser before you can log in.

Determine the internet browser software that you are using to access your *OneDrive*.

The three main choices are:

- *Internet Explorer* (IE)
- *Mozilla Firefox*
- *Google Chrome*

(If you are using *Chrome*, you will have to switch back to *IE* or *Firefox* to access your *OneDrive*.)

Internet Explorer



If you are using *Internet Explorer*, you will need to clear the browsers memory before you can log into your drive.

1. Open *IE*
2. From the menu bar, choose "Tools."
3. From the Tools menu, choose "Internet Options."
4. Under the "Browsing history" options, click the delete button.
5. All items, except Active X, should be checked.
6. Click Delete.
7. When finished, close and re-launch *IE* and carefully follow the log in procedures.

*You may have to do this several times.

*Be Patient!

*If you share a computer with someone else who uses a *OneDrive* account, you will have to complete these steps each time a different person wishes to access their account.

Mozilla Firefox



If you are using *Mozilla Firefox*, you will need to clear the browsers memory before you can log into your drive.

1. Open *Firefox*
2. From the menu bar, choose "Tools."
3. From the Tools menu, choose "Options."
4. From Options, choose "Privacy".
5. Click "Show Cookies".
6. Click "Remove all Cookies."
7. When finished, close and re-launch *Firefox* and carefully follow the log in procedures.

*You may have to do this several times.

*Be Patient!

*If you share a computer with someone else who uses a *OneDrive* account, you will have to complete these steps each time a different person wishes to access their account.