

Understanding the OneDrive Status Icon – Windows




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.



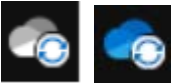
A grayed-out OneDrive icon with a line through it means you're not signed in, or OneDrive setup hasn't completed.

Press , search for **OneDrive** and then open the **OneDrive desktop app**.



The paused symbol over the OneDrive icon means your files are not currently syncing.

To resume syncing, select the relevant OneDrive icon in the notification or menu bar area, select **More** and then **Resume syncing**.



The circular arrows over the OneDrive 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.

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.



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



If you see a yellow warning triangle over your OneDrive icon, it means your account needs attention. Select the icon to see the warning message displayed in the activity center.

Understanding the OneDrive Status Icon – Mac



A black circle with a white cross means that a file or folder cannot be synced. Mac users will see this in Finder or on the OneDrive menu bar icons.

Click the OneDrive icon in the menu bar area to learn more about the problem.



A grayed-out OneDrive icon with a line through it means you're not signed in, or OneDrive setup hasn't completed.

Use **Finder** or **Spotlight** to start OneDrive.



The paused symbol over the OneDrive icon means your files are not currently syncing.

To resume syncing, select the relevant OneDrive icon in the notification or menu bar area, select **More** and then **Resume syncing**.



The circular arrows over the OneDrive or OneDrive 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.

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.



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