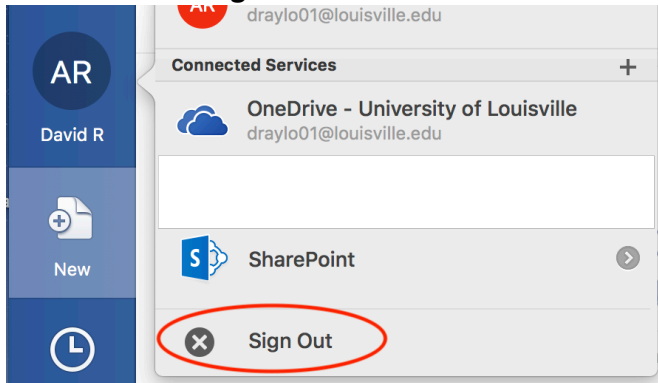


# Solution to OneNote Sync Issue caused by Email Merger of December 2017

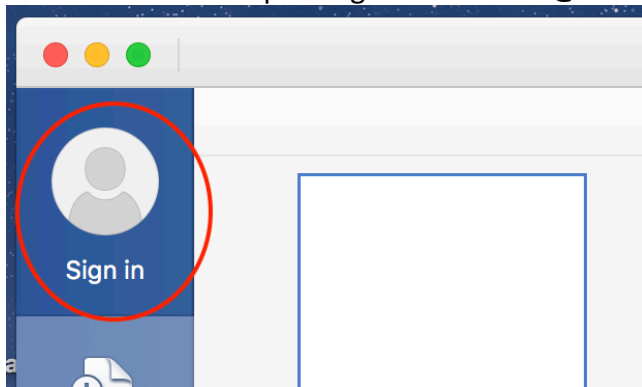
atosupport@louisville.edu | Room 231 of the Instructional Building

**Step 1:** Sign out of [ulink@cardmail.louisville.edu](mailto:ulink@cardmail.louisville.edu) and sign in with [ulink@louisville.edu](mailto:ulink@louisville.edu).

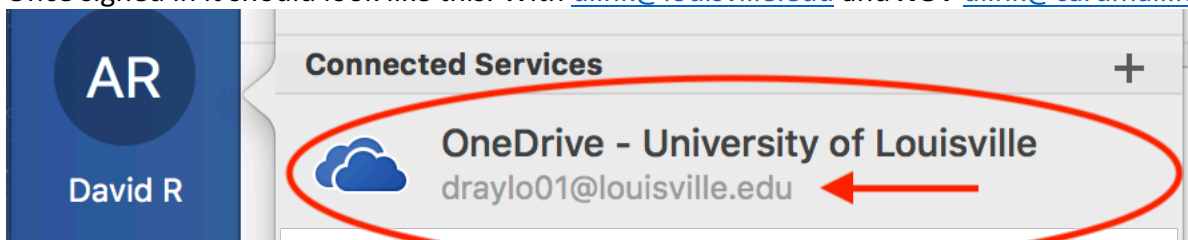
- Close all Microsoft Office programs and save any documents you are working on. Now open **Microsoft Word** and click **Sign Out...**



- Close Word and reopen. Sign in with [ulink@louisville.edu](mailto:ulink@louisville.edu)



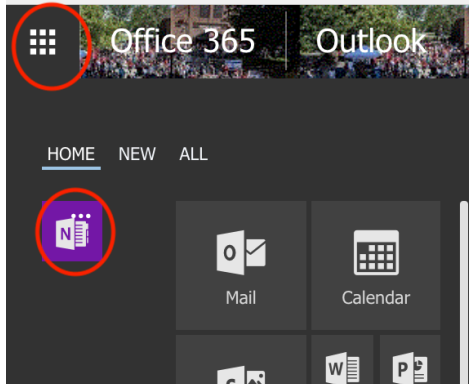
- Once signed in it should look like this. With [ulink@louisville.edu](mailto:ulink@louisville.edu) and **NOT** [ulink@cardmail.louisville.edu](mailto:ulink@cardmail.louisville.edu)



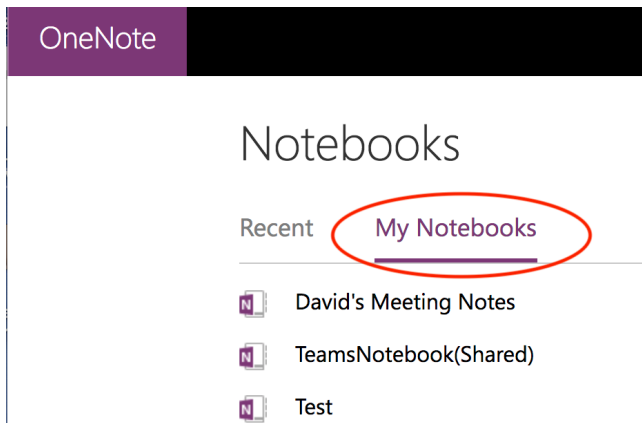
- Once this is complete quit Microsoft Word.

**Step 2:** Login to <https://outlook.office365.com>. Open **OneNote Online** to **Share your Notebooks** to yourself at [ulink@louisville.edu](mailto:ulink@louisville.edu) address.

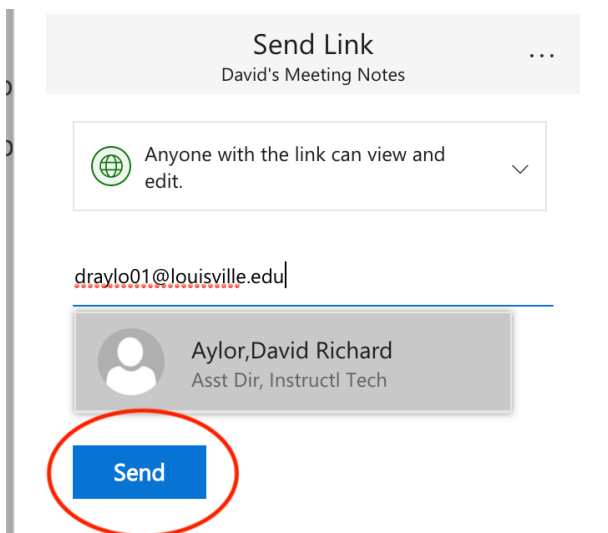
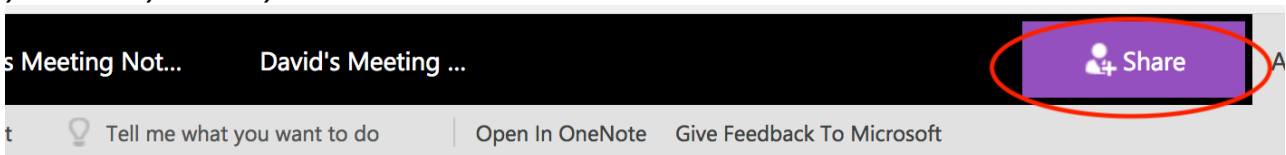
- Navigate to <https://outlook.office365.com> and sign in with your [ulink@louisville.edu](mailto:ulink@louisville.edu) username and ulink password.
- Click on the **Tiles Icon** in the upper left corner and then select **OneNote Online App**.



- Click on **My Notebooks** and select a **Notebook** you want to have synced to your OneNote client. Note: You must choose a Notebook from **My Notebooks**. **Recent** category will not work. Once you click on a Notebook it will open in your browser **OneNote Online**. From there you will share it to yourself. Note: *If you do not see your Notebooks in the OneNote Online app please come to our office for assistance. Room 231.*

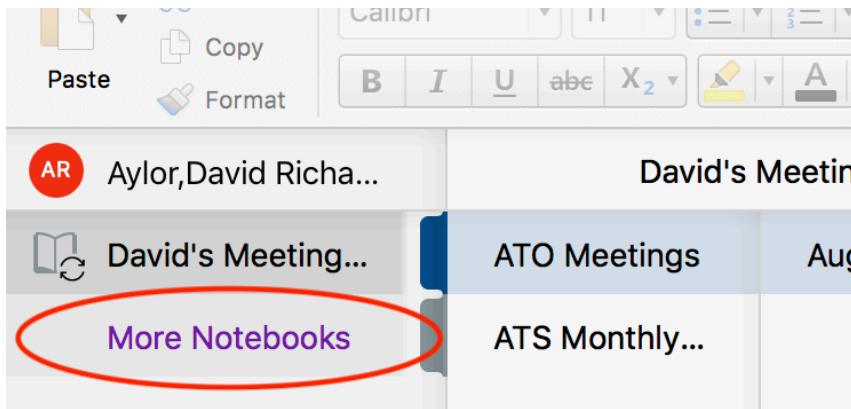


- Click the **Share** button. Enter your email address [ulink@louisville.edu](mailto:ulink@louisville.edu) (not @cardmail.louisville.edu). Once the email is entered click the **Send** button. *You will need to repeat this process for each Notebook you want synced to your client devices.*

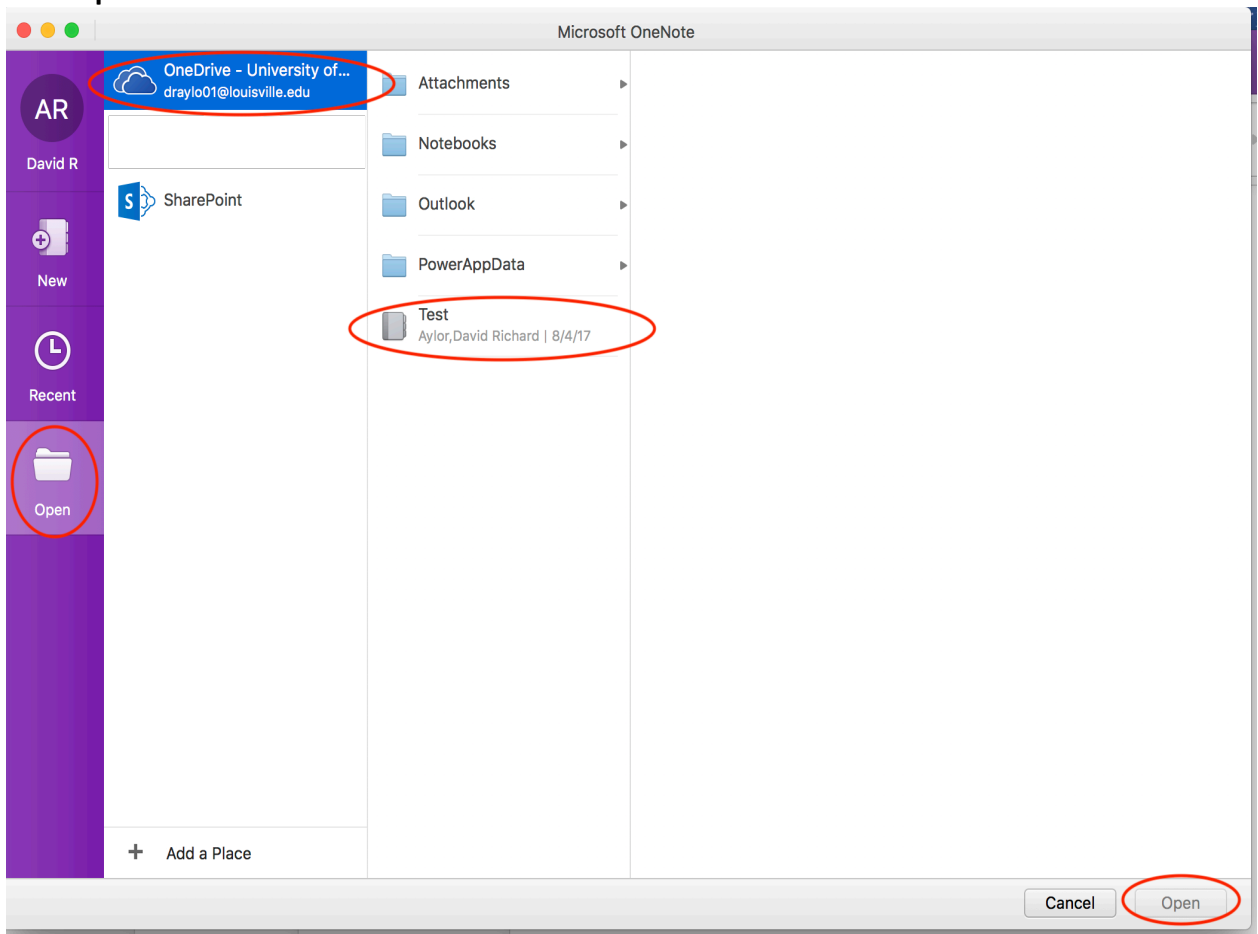


**Step 3:** Open OneNote on your Device (computer or tablet). Click on **More Notebooks**. Click **Open** and select the Notebooks that you want to open in OneNote on your device.

- Click on More Notebooks



- Click **Open**, click **One Drive – University of Louisville**, click the Notebook you shared to yourself. Click **Open**.



Your Notebook should populate and sync successfully. If you have trouble contact [atosupport@louisville.edu](mailto:atosupport@louisville.edu) or stop by Room 231 of the Instructional Building.