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

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Step 1: Sign out of <u>ulink@cardmail.louisville.edu</u> and sign in with <u>ulink@louisville.edu</u>.

• 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



• Once signed in it should look like this. With <u>ulink@louisville.edu</u> and **NOT** <u>ulink@cardmail.louisville.edu</u>



• Once this is complete quit Microsoft Word.

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

- Navigate to https://outlook.office365.com and sign in with your 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.*

OneNote	
	Notebooks Recent My Notebooks David's Meeting Notes
	TeamsNotebook(Shared)
	N Test

• Click the **Share** button. Enter your email address <u>ulink@louisville.edu</u> (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.*

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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**.

		Microsoft	OneNote			
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Your Notebook should populate and sync successfully. If you have trouble contact atosupport@louisville.edu or stop by Room 231 of the Instructional Building.