SYSTEMAGIC
DOING IT DIFFERENTLY

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CHECKING YOUR SHAREPOINT SYNC STATUS

Have you ever saved files to a SharePoint folder on your computer, only to find out later that they were never synced? It's a frustrating issue that can lead to lost work and wasted time.
The good news? You can avoid this with a little know-how and proactive checks.

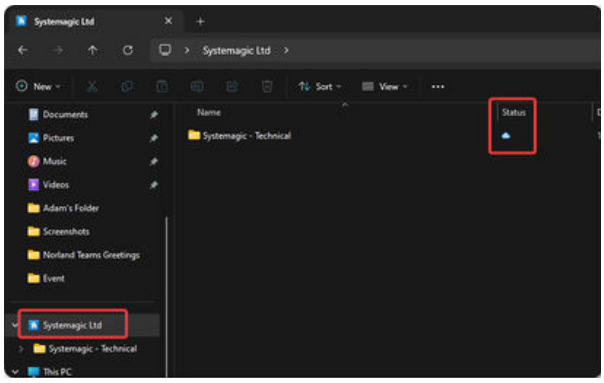
How To Spot A Disconnection

It's easy to miss the signs of a disconnection, but here are some key red flags to watch for:

1. The sync icon next to your files is missing or shows an error.

2. Files you save in the folder don't appear in SharePoint or Teams.

3. You notice placeholder folders that don't behave like normal synced folders.



When connected to SharePoint, you should see one of the following icons:

- Blue: Currently syncing (file not downloaded)
- Green: File has been downloaded and opened
- Blue arrows: File is syncing or is currently opened and being edited

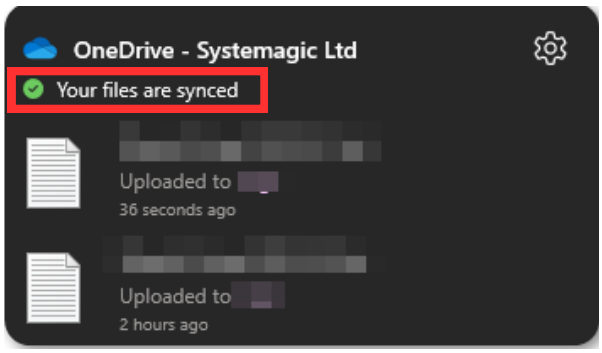
If no icon appears, you may be disconnected.

Alternatively, you can check that you're connected by clicking the SharePoint icon in your taskbar.



NB: If it doesn't appear in your taskbar, you may need to click the up arrow.

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Why This Happens?

Disconnections from SharePoint can occur for a variety of reasons:

- Internet connection drops.
- Changes in user permissions.
- Software updates that disrupt the sync process.

When disconnected, files you save locally may never reach SharePoint, leading to outdated or lost data when the issue is finally noticed.

Preventing The Problem

To avoid this issue in the future, regularly check your sync status and ensure your SharePoint folders are up to date.

Reporting a disconnection early can save you hours of frustration and prevent data loss.

Conclusion

Disconnected SharePoint folders can be a headache.

By staying vigilant and knowing the warning signs, you can ensure your files are always safe and synced.

Need help managing SharePoint or fixing sync issues?

Get in touch with our helpdesk team today on support@systemagic.co.uk or call us on 01225 426800.

EXPERIENCING A SHAREPOINT SYNC ISSUE?

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