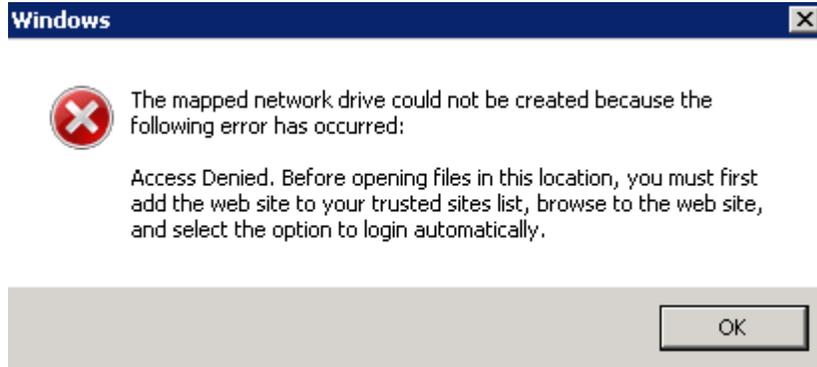


Issues Mapping a drive to Sharepoint Online

If you followed the steps illustrated in [How to map a drive to SharePoint online](#) and receive a error,

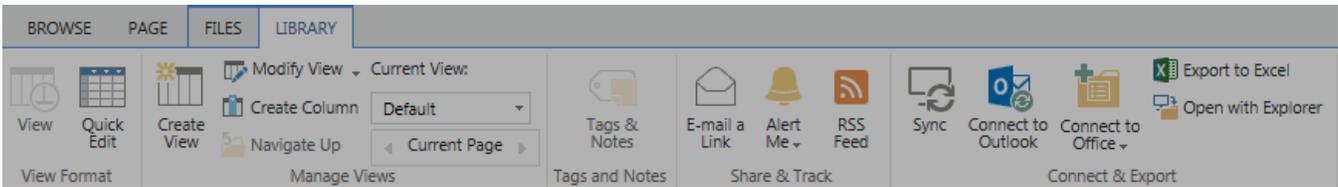
Issue 1: You see the following when trying to map a drive to your Sharepoint site:



i Before trying the following, ensure you did log into your site with Internet Explorer (Your site will not map if you did not log into the site with Internet Explorer. Both Chrome and Firefox will not work and cause this error).

Fix 1: Choose "Open with Explorer" from the document library

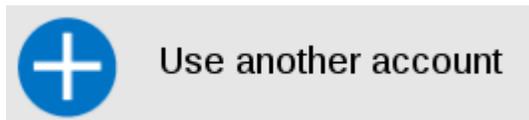
1. Log into the site with Internet Explorer
2. Click to the right of a document/folder so that you see the ribbon menu in the top left.
3. Click on the "Library" menu item.
4. Towards the right, you should click the item "Open with Explorer" (shown below to the far right):



5. The library should now open up in Windows Explorer (file browser)
6. Now you should be able to click on the mapped drive.

Fix 2: Ensure "Keep me signed in" is checked before logging in

1. Using Internet Explorer, log out of sharepoint (if you are logged in)
2. Go to your sharepoint site.
3. When it asks you to log in, do not click on your saved email address, but instead click "use other account"



4. Before you enter your email address, check the box "Keep me signed in".

Sign in with your work or school account

Email or phone

Password

Keep me signed in

Sign in Back

5. Now enter your email and password.
6. Once logged in, test the mapped drive connection. You should now be able to get into the site.

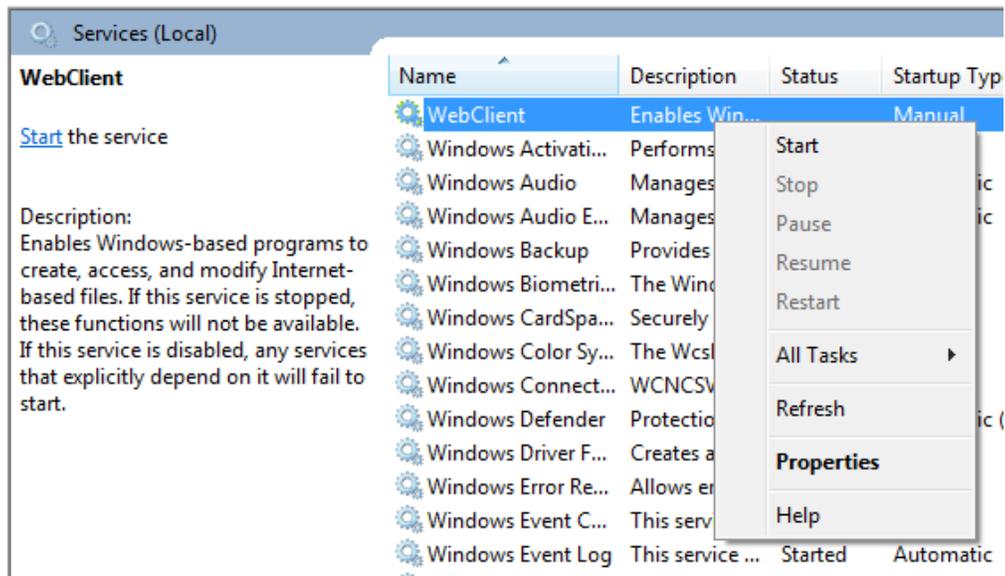
Fix 3: Adding *sharepoint.com* as a trusted site

(SEAS domain-bound machines should not need to do the following. Only do for non-domain-bound machines)

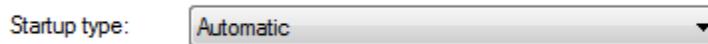
1. Start Internet Explorer.
2. Depending on your version of Internet Explorer, take one of the following actions:
 - a. Click the **Tools** menu, and then click **Internet options**.
 - b. Click the gear icon, and then click **Internet options**.
3. Click the **Security** tab, click **Trusted sites**, and then click **Sites**.



- a. In the **Add this website to the zone** box, type the URL for the SharePoint Online site, **https://*.sharepoint.com**, and then click **Add**.



3. In the Startup Type drop-down menu, choose **Automatic**:



4. Click the **Start** button to start the service.

5. Click **OK**.

6. Try to map the drive according the following steps: [How to map a drive to SharePoint online](#)

The following link <https://support.microsoft.com/en-us/kb/2629108> also has steps to help you further.

- [How to sync Sharepoint libraries with OneDrive](#)
- [How to manage Sharepoint folder permissions](#)
- [Issues Mapping a drive to Sharepoint Online](#)