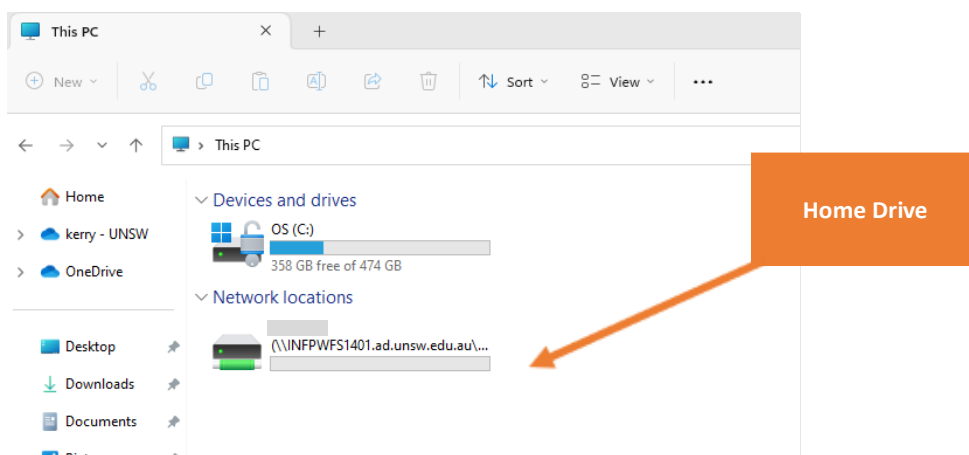# Frequently Asked Questions

1. What is a home drive?

Home drive is a folder on the UNSW network that no one except you can access. You may save files that you are actively working on here.

2. Why is UNSW moving from Home drives to OneDrive?

OneDrive is the enterprise storage solution for all UNSW staff. OneDrive offers several benefits, such as:

More storage space: OneDrive offers up to 5 TB of storage per staff member.

More accessibility: OneDrive allows staff to access their files from anywhere, on any device, even when offline.

More security: OneDrive encrypts files in transit and at rest, and offers features such as ransomware detection and recovery, password-protected links, and expiration dates for shared files.

More productivity: OneDrive integrates with Microsoft 365 apps and services, such as Word, Excel, PowerPoint, Outlook, Teams, and SharePoint. Staff can create, edit, and co-author documents in real-time, share files with others, and access their files across different apps and devices.

3. Will the Home Drive migration include Shared drives?

No, only files saved to your personal Home Drive need to move to OneDrive between now and the end of 2024.

Separate to the Home Drive move to OneDrive, the Cloud migration program will be progressively migrating Common Shared drives to UNSW Cloud. Staff may recognise these drives as I: drive, J: drive, OneUNSW, and FSAM.

There are over 390 shares within the Common drives containing large amounts of data that are accessed by staff from across the university, hence the description 'Common drives'.

Due to the size of the data being moved to Cloud, the migrations will be completed in multiple waves between September and December 2023. For each migration, there will be an outage of approximately 1 hour where any activity for shared or Common drives, including downloading and accessing data/ files, will not be available. Once cutover to cloud, there should be no other impacts and no change to access for staff.

More detail is available here [Common Shares Migration (sharepoint.com)](#) You can also contact [clioudprogram@unsw.edu.au](#) for more detail on Shared drive data being migrated to UNSW Cloud.

4. How can I check what's on my Home drive?

Go to the MyFiles self-help guide to find out more.

[MyFiles Instructions.pdf (unsw.edu.au)](#)

5. Why can't I see my Home Drive?

You must be connected to the UNSW VPN to see and access your Home Drive.

If you still cannot see your Home Drive while connected to the VPN your Home Drive may not be mapped to your device. Contact IT for support in this instance.

6. Who shouldn't move to OneDrive just yet?

If you use Linux or AAA (MyAccess) do not move to OneDrive until you are advised by the project team.

Both Linux and AAA have technical dependencies that need to be resolved before these platforms can work seamlessly with OneDrive.

7. What is OneDrive?

OneDrive is a Microsoft cloud storage service that lets you store your files in one place, share them with others, and get to them from any device connected to the Internet.

All UNSW staff have access to a UNSW OneDrive. Each staff member has access to 5TB of storage on their UNSW OneDrive.

8. How do I access OneDrive?

There are three ways to access OneDrive - 1) the UNSW OneDrive application or 2) OneDrive online (https://portal.office.com) or 3) OneDrive Mobile App

Via the UNSW OneDrive application:

1. Click the "start" button on the lower left corner of your screen
2. Type OneDrive into the search bar and press Enter
3. Select OneDrive App from the options that appear
4. You'll be prompted to sign in, use your zID@ad.unsw.edu.au email address and password to sign in.
5. Once signed in, you can access your OneDrive folder by navigating to it from a Windows File Explorer Window.

Via OneDrive online (https://portal.office.com):

The instructions below will guide you through accessing the web client version of OneDrive

1. Log into https://portal.office.com with your use your zID@ad.unsw.edu.au email address and password to sign in.
2. Click on the grid menu in the upper left and select OneDrive.
3. Once you have clicked on the link, you will then be taken to your OneDrive files.

Via OneDrive Mobile App

(Android instructions)

1. Download the OneDrive app from the Google Play store. Note: If you have a Windows 10 phone, you already have the OneDrive app.
2. Sign in with your zID@ad.unsw.edu.au account to see and share your files stored in OneDrive.
3. Tap Add account.
4. If you have the Office mobile apps, like Word, Excel, or PowerPoint, you can also open, view, and edit your OneDrive files from there.

(iOS instructions)

1. Download the OneDrive app from the Apple App Store.
2. Sign in with your zID@ad.unsw.edu.au account to see and share your files stored in OneDrive.

3. To add another account, like your personal OneDrive account, tap the Accounts and Settings icon [icon] and then tap Add account.
4. If you have the Office mobile apps, like Word, Excel, or PowerPoint, you can also open, view, and edit your OneDrive files from there.

9. Where can I get more information?

Go to https://www.myit.unsw.edu.au/services/staff/storage-staff/home-drive-move for more information.

10. Where do I go for support?

Contact the Contact the IT Service Centre directly by calling 02 9385 1333.