

Reopen a notebook to sync OneNote

If the notebook that won't sync is stored on OneDrive or on newer versions of SharePoint, try opening the notebook in OneNote Online. This can help determine if the problem is caused by the server or by OneNote.

1. In OneNote, click **File > Info**.
2. Right-click the URL shown below the name of the affected notebook, and click **Copy**.
3. In your web browser, click inside the address box, and press Ctrl+V to paste the copied URL.
4. Press Enter to load the notebook in OneNote Online.

If you're able to successfully open the notebook in your browser, the problem may be caused by the desktop version of OneNote. Closing and re-opening the notebook usually clears and successfully resets the connection.

1. In OneNote, click **File > Info**.
2. Next to the name of the affected notebook, click **Settings**, and then click **Close**.
3. Switch back to the notebook in OneNote Online in your browser, and then click **Open in OneNote** on the ribbon.

If you were unable to open and view the notebook in OneNote Online, the source of the sync problem is likely with your server.

Find and fix bad notebook sections to sync OneNote

There may be times when your shared notebook is syncing normally except for one of its sections. You can verify this by doing the following:

1. In OneNote, click **File > Info > View Sync Status**.
2. In the **Shared Notebook Synchronization** dialog box, click any notebook icon with a yellow triangle warning over it to see the name of any section that's causing sync problems.
3. Click the **Sync Now** button next to the notebook containing the section.

Individual notebook sections can occasionally stop syncing properly. If you have a single section that isn't syncing with the rest of an otherwise up-to-date notebook, you can try the following workaround:

1. In the same notebook, create a new section.
2. Copy (don't move) all of the pages from the old section into the new one you just created. You can do this by right-clicking each page and then clicking **Move or Copy**.
3. When all of the pages have been copied to the new section, press Shift+F9 to manually sync the notebook. If a progress bar appears, wait for it to finish.

If following these steps successfully syncs the pages in the new section that you created, you can safely delete the old section and then continue working in the new. After the old section is deleted, you can rename the new section to the same name as the deleted section.

Login Reset

Log out of Office 365 and Log back in again

Go to ->File -> Account -> Switch Account

Re-enter your email address & password that you're using for your Microsoft OneDrive, and you should be good to go