

BrisbaneSDE guide to:  
**OneNote**



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## Introduction

Welcome to OneNote Troubleshooting.

This guide is designed to give you the basics to troubleshooting your OneNote issues. It should be mentioned that if you do not feel comfortable doing any of these procedures you should get in contact with your local technical support team (this might be your parents or family) to help assist you with this guide.

## Before you start Checklist

### 1. Are you using WiFi to connect to the internet?

If yes, then you should check to confirm your Wi-Fi is turned on and you are connected. You can see what this should look like below:



### 2. Are you using Ethernet (Blue Cable) to connect to the network?

If yes, then you should check to confirm you have a connection by locating the icon shown below:



### 3. Which version of OneNote are you using?

It is recommended that you use the full desktop application version 16 (2016). You can download and install the office suite for free if you are a student or staff member of Education Queensland. Select the following link if you want to do this now:

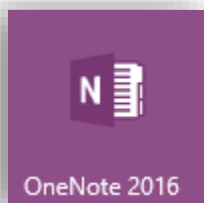
[Microsoft Office 2016 Installation Link](#)

**Note:** This guide was written for users running Windows 10 and running Microsoft OneNote 2016 application.

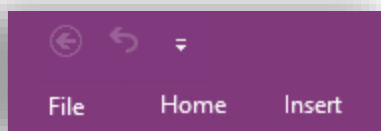
## Step 1 - Configuring OneNote – Turn Local Backups off

The first step is to turn off local backups. These backups can cause disruptions to your OneNote/s synchronising correctly which can lead to corrupted data in the OneNote files.

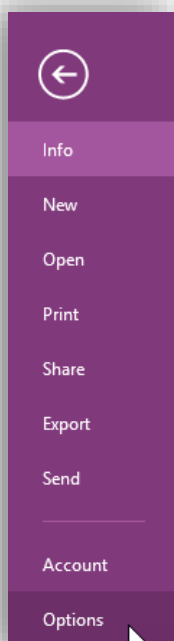
1. Open OneNote 2016



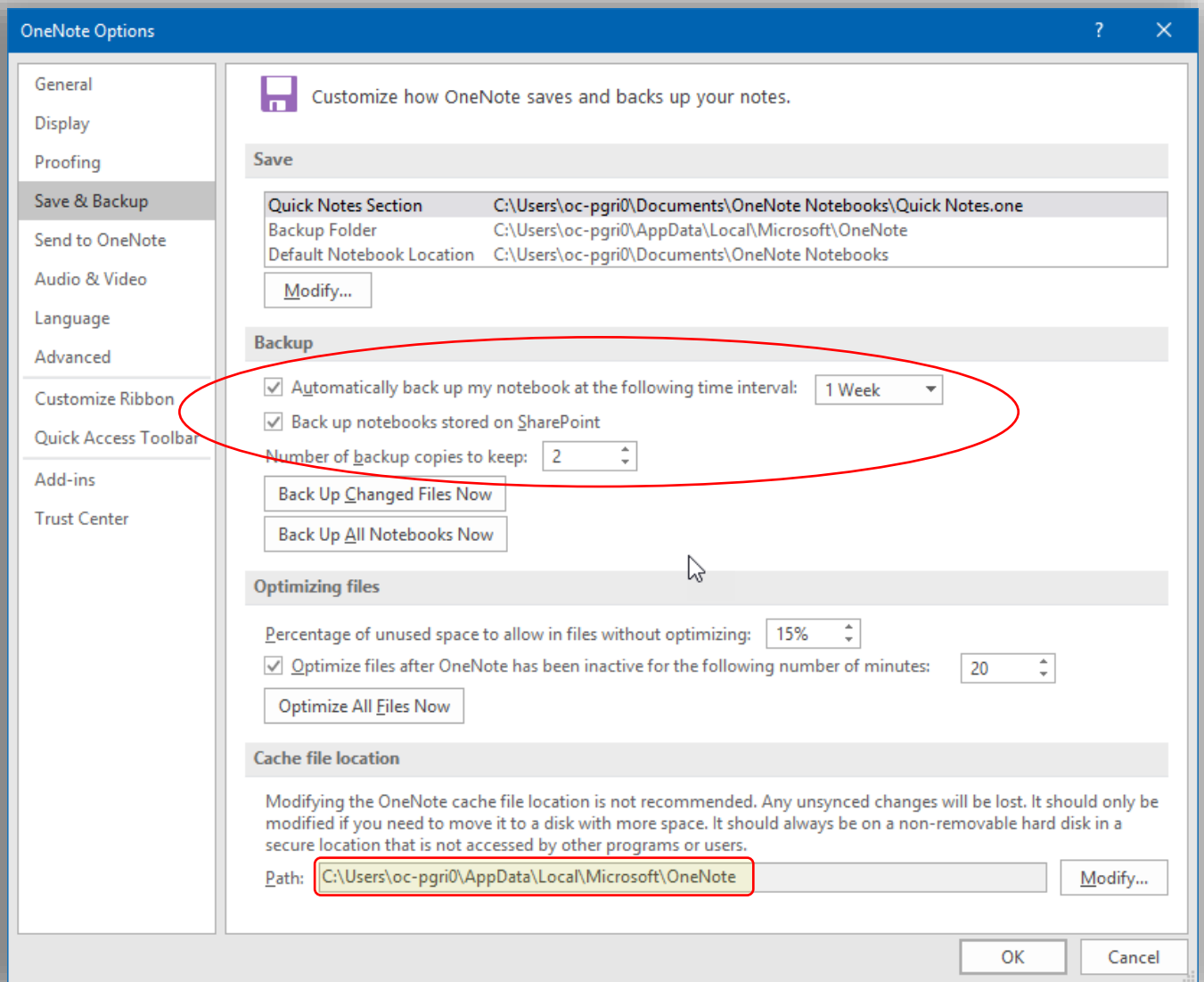
2. Click on the File



3. Click on Options



**Note:** It can take a minute for the options window to open. Be patient here.

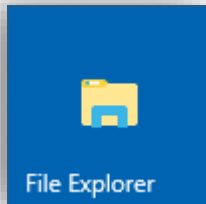


4. Remove the two ticks in the boxes circled in the above image.
  - a) Remove tick: Automatically back up my notebook at the following time interval:
  - b) Remove tick: Back up notebooks stored on SharePoint
5. Click ok (if you do not want to continue to the next step of removing the cache.)

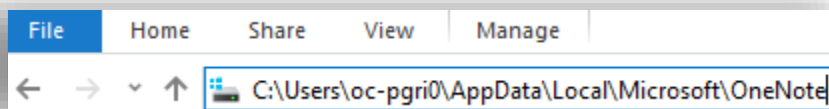
## Step 2 - Manually removing OneNote's Local Cache

This step commonly fixes permission based errors within OneNote.

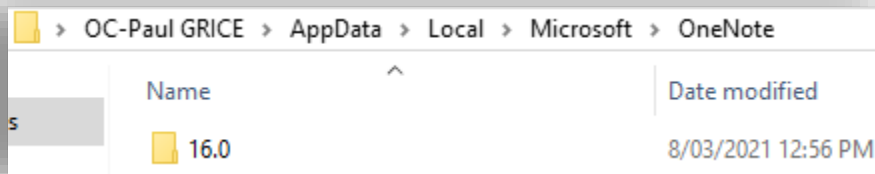
1. Select and copy the "Path" as highlighted in the previous image. Your path will have a different username where it shows \oc-pgri0\
2. Open File Explorer (Hold the Windows Key and Press E once)



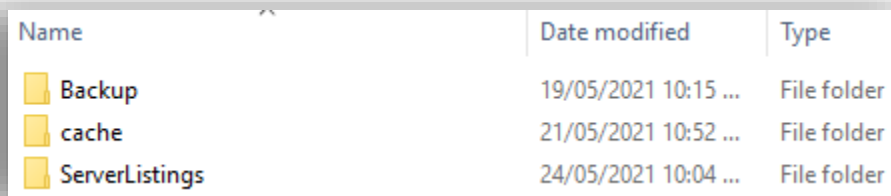
3. Paste the Path into the Address Bar. Your path will have a different username where it shows \oc-pgri0\



4. Press Enter.



5. Double click on the folder '16.0'.



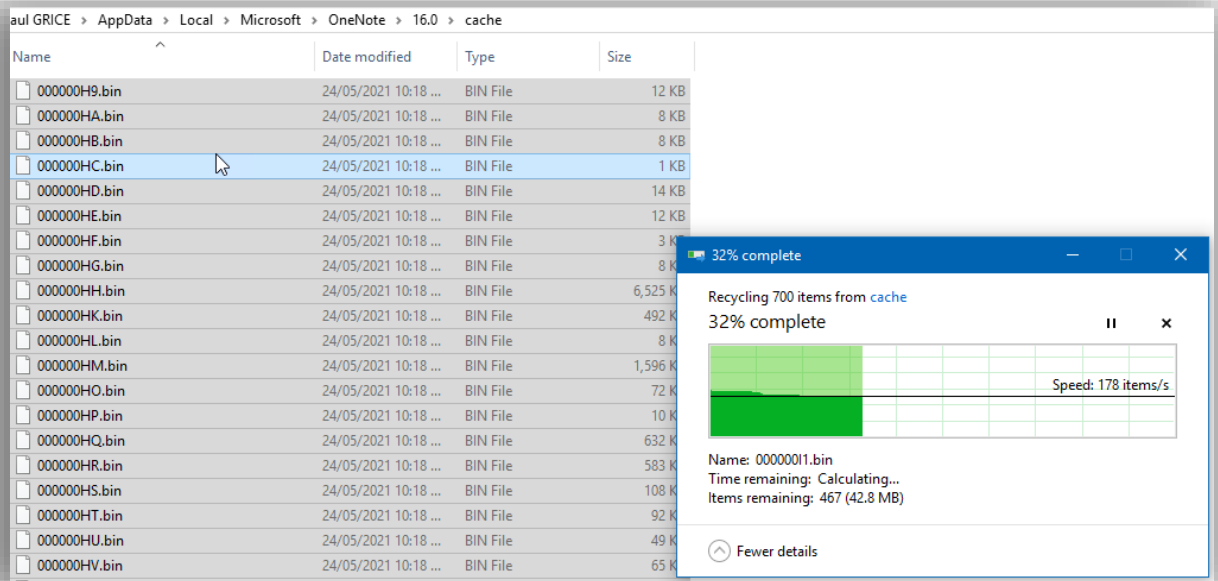
6. Double click on the folder 'cache'. Inside the cache folder are a really large number of files.

7. Select them all. (You can do this quickly by selecting one file and pressing the CTRL key + A)

### WARNING!

Please check to confirm that you are in the right folder before proceeding with the next step.

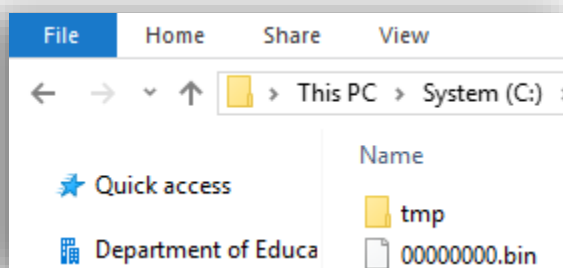
8. Press the delete key.



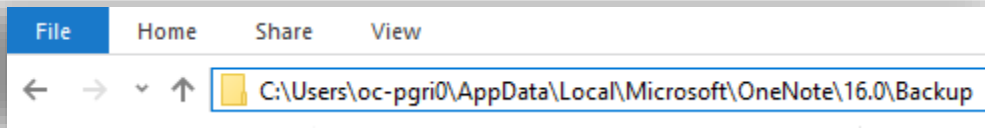
### Step 3 - Manually removing OneNote's Local Backup's

Microsoft OneNote automatically synchronises your OneNote files locally to your device. This is really not necessary if you are using OneNote for schoolwork in Education Queensland. Your Education Queensland OneNotes are already being backed up and stored online.

1. If you are still in the same folder as in the previous step, you can click on the back arrow as shown below.



2. For everyone not already in the correct location:
  - a) Open File Browser (Windows Key + E) and type in the address bar this location, exactly as shown in the image below:



C:\Users\YOUR\_USER\_NAME\AppData\Local\Microsoft\OneNote\16.0\Backup

3. Select all the of Backup Folders (CTRL key + A)

### WARNING!

Please check to confirm that you are in the right folder before proceeding with the next step.

4. Press the Delete key. In some cases it may ask you if you want to do this. You want to agree or click ok to proceed.
5. Close File Explorer and now you are fine to open OneNote again.

### Feedback

We welcome and indeed invite feedback.  
If you found something to be confusing, or if you feel we left something out.  
You can contact us at: [Technician@brisbanesde.eq.edu.au](mailto:Technician@brisbanesde.eq.edu.au)