

## Specific user is unable to access OneDrive through the Files tab

- Parallels Secure Workspace

### Symptoms

A specific user is unable to access OneDrive through the Files tab in the Workspace.

### Resolution

In specific situations, it might be necessary to reset OneDrive for one specific user.

This is a procedure that the user has to perform, as it requires revoking permissions from within the Microsoft Office 365 account.

1. Sign in to <https://onedrive.live.com/about/en-us/signin/>
  2. In the top right, click on your profile picture and go to **My Account**.
  3. Go to **App permissions**.
  4. Revoke the permissions for **OneDrive app**.
  5. Sign out from OneDrive.
  6. Sign out of the Workspace and log in again.
  7. Go to the **Files** tab and try opening the drive again to see if the issue is resolved.
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