

hi! Ian, thanks for all your time & help!

Unfortunately, the above didn't work for me but you gave me confirmation to delete this file ... PreSignInSettingsConfig.json ... since I worry deleting config files

I went back to Microsoft help and this worked

<https://support.microsoft.com/home/contact?linkquery=Troubleshoot%20OneDrive%20sync%20problems>

one reason I didn't use this earlier is the watch the video has an error message ...

Playback Error

We're sorry, but something went wrong.

[Watch the video](#) 

Here are the steps: Thanks again for all your help! Should I put this in the your answer section below? Thanks!!

<https://support.microsoft.com/home/contact?linkquery=Troubleshoot%20OneDrive%20sync%20problems>

We're here to help

Tell us your problem so we can get you the right help and support.

🔍 Troubleshoot OneDrive sync problems

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Unlink and re-link OneDrive

Unlinking and re-linking your computer to OneDrive can help solve some sync problems. You can also follow these steps to move your OneDrive to a new location, such as an external disk drive.

Note: No data will be lost by unlinking and re-linking your OneDrive, your local folders are just disconnected from the cloud for a short while. Any changes made while you're unlinked will be synced once re-linking is complete.

[Watch the video](#) 

Please choose your platform to see detailed steps:

Windows 10/11

Unlink your OneDrive account

1. Select the white or blue **OneDrive** cloud icon in the taskbar.
 2. Select  **Help & Settings** then **Settings**.
 3. On the **Account** tab, click **Unlink this PC** and then **Unlink account**.
 4. **Close** OneDrive.
-

Clear sign in credentials

1. Press the Windows key  + **R** to open the Run dialog.
 2. Enter the path `%localappdata%\Microsoft\OneDrive\settings` and select OK.
 3. Delete the **PreSignInSettingsConfig.json** file.
-

Sign in again to re-link your account

1. Delete the **PreSignInSettingsConfig.json** file.
2. Press the Windows key  and type **OneDrive**.
3. When you sign in, OneDrive will prompt you that "a folder already exists" - select **Use this folder**. **Tip:** Select **Choose new folder** if you want to move your OneDrive to a new location, or if you were having sync issues.
4. OneDrive will now sync your files and folders back to your PC. OneDrive won't download all your files, (just their placeholders to save space, learn more about Files on Demand below), but this will still take some time.

5. Once your files have re-synced, you can clean up your PC folder view and choose which folders to sync to your PC.

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