# Troubleshooting OneNote problems on your phone

Using OneNote App

If you have installed the app to your phone and are having trouble accessing a section of your notebook try the following steps

STEP 1: Sync All Notebooks

- Open the OneNote app and Tap **Notebooks** at the bottom of the screen to display all notebooks
- Tap the 3 dots (ellipses) in the header > From the menu Tap **Sync all**
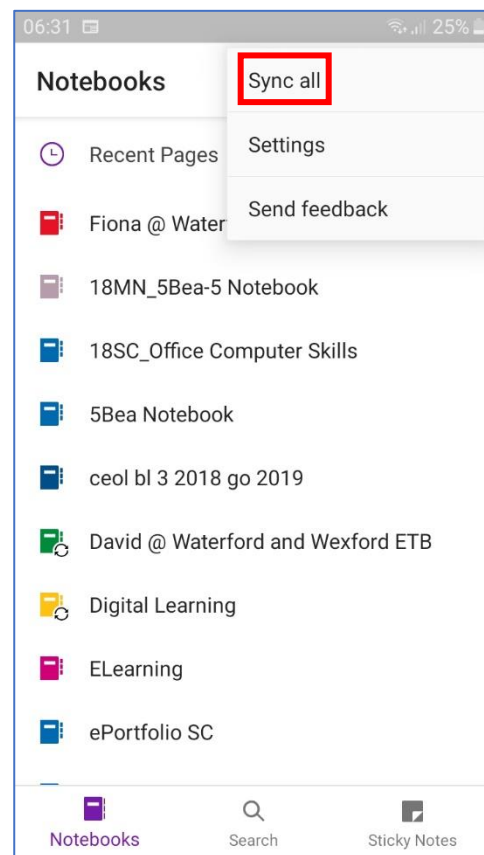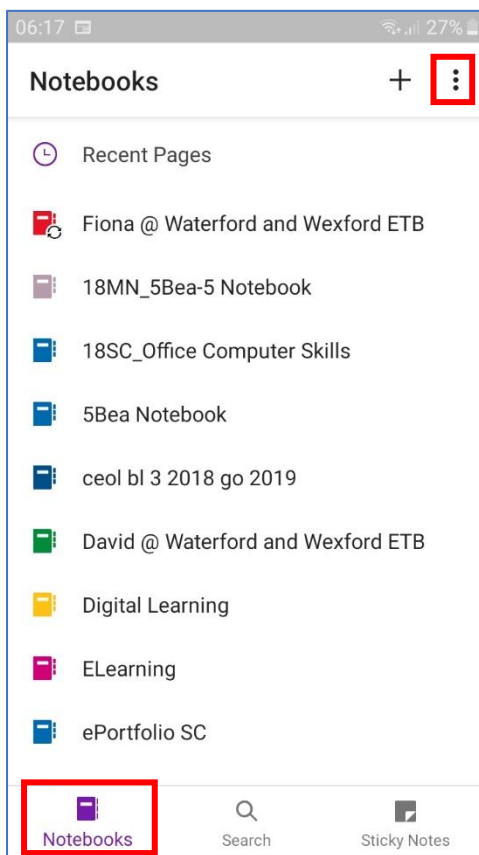
STEP 2: **Close and reopen the Notebook**

- Tap **Notebooks** at the bottom of the screen

- Tap and hold on the name of the notebook causing problems > Tap the **Close Notebook** button. (See Page 2)

- Tap More Notebooks at the bottom of the list of Notebooks and reopen the notebook
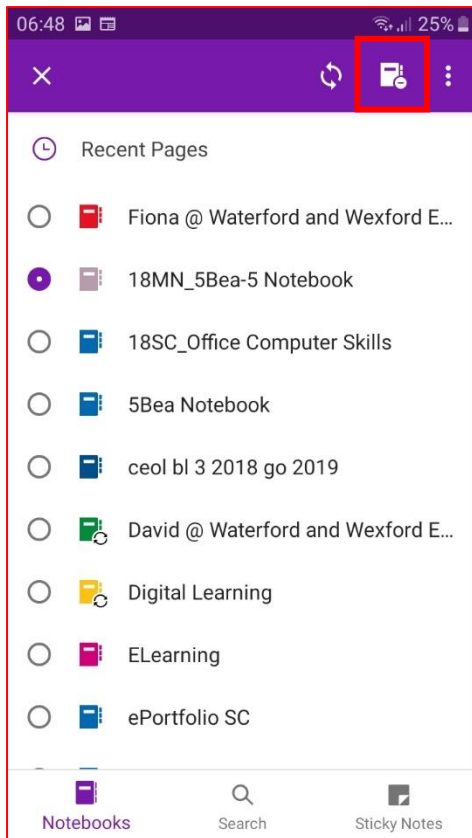
If you still have problems with the notebook app try the following:

STEP 3: **Check for an App update**

- Open the Play Store or App store on your phone

- Search for the OneNote app

- If it says **Update** instead of Open click on the Update button

- When finished updating open the app.

STEP 4: **Open the notebook in OneNote online**

- Log in to your O365 account through Google Chrome on your phone or device – type in **Office.com** > **Sign in** > Use your school email address and password.

- Swipe the screen **left** to see the OneNote app > Tap to open OneNote from your O365 dashboard

- Your notebooks will be displayed under the **Recent** tab

- Tap the **3 dots** to the right of the notebook you want to open > **Open in Browser**

- Tap the **large arrow** on the left of the notebook to show all the Sections in your notebook (See page 3)

- When you have checked all the sections are available and are now working for you, you can **open in the OneNote app**