Favorites not saving in Edge when using StoreFront

Issue: When using Edge browser delivered through StoreFront.mhc.net, user can't save webpage as Favorite.

Background Information: Munson provided Active Directory (AD) accounts are not syncing with Microsoft cloud services to save Edge browser Favorites.

Assumptions: User has active AD account and is authenticated to Munson Network.

Resolution #1 (not Signed in):

- 1. Launch **Edge** from StoreFront.
- 2. Look at the upper right of Edge.
- 3. Display shows "Sign in"



4. Click "Sign in"



- 5. Click "Complete sign in"
- 6. Blank screen should appear briefly and then disappear.

7. Click the "person" icon in the upper right of Edge and verify "Sync is on"



8. Favorites can now be saved in Edge.

Resolution #2 (Setting up Sync):

- 1. Launch **Edge** from StoreFront.
- 2. Look at the upper right of Edge.
- 3. Click "person" icon.
- 4. Display shows "Setting up sync"



- 5. This usually displays on the first use of **Edge** for a user. Closing **Edge** and launching it again, may resolve the issue. You'll know it's resolved when "**Sync is on**" is displayed, when the "person" icon is clicked.
- 6. If display still shows "Setting up sync" proceed to next steps.
- 7. Click "Manage profile settings" (see picture above)
- 8. Click ">" to the right of Sync

= Settings Q Search settings Your profile Work ... Sign out thyman@ad.mhc.net Sync is on Your organization has turned on sync for this device. Ø 9 Manage account > Sync $\langle \rangle$ > **Microsoft Rewards** ዌ Personal info > ê Passwords > Þ Payment info > Import browser data > C,

9. Scroll to the bottom of the screen and click "Reset sync"

Open tabs	\bullet
Extensions	
Enhance productivity, and extend the functionality of the browser	
Collections	
Collect, organize, and share as you browse the web	
Reset sync	
If you're having problems syncing browser data across your signed-in devices, try resetting sync. Learn more	
Reset sync now	Reset sync

10. Click "Reset"



11. Click "Okay"



- 12. Exit Edge
- 13. Relaunch Edge from StoreFront
 14. Click the "person" icon in the upper right of Edge and verify "Sync is on"

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15. Favorites can now be saved in **Edge.**