

# Favorites not saving in Edge when using StoreFront

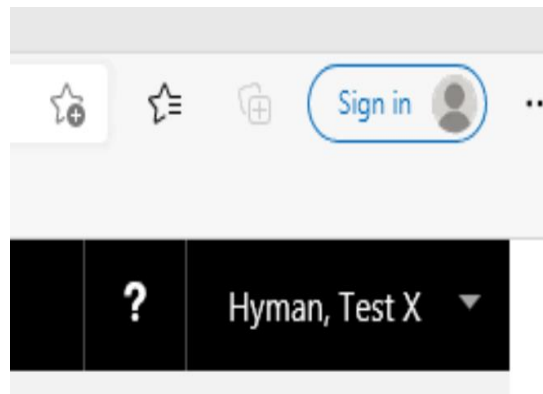
**Issue:** When using Edge browser delivered through StoreFront.mhc.net, user can't save webpage as Favorite.

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

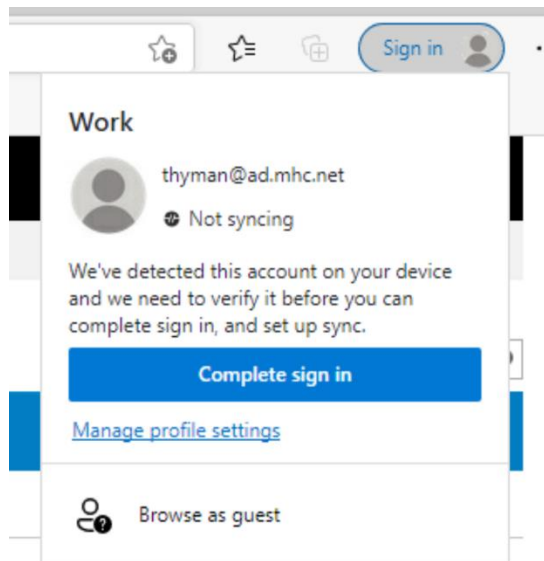
**Assumptions:** User has active AD account and is authenticated to Munson Network.

## Resolution #1 (not Signed in):

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

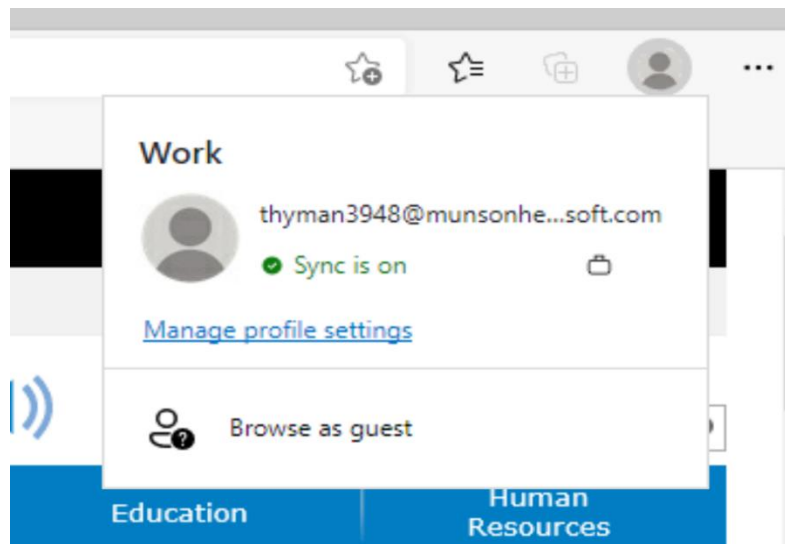


4. Click "**Sign in**"



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

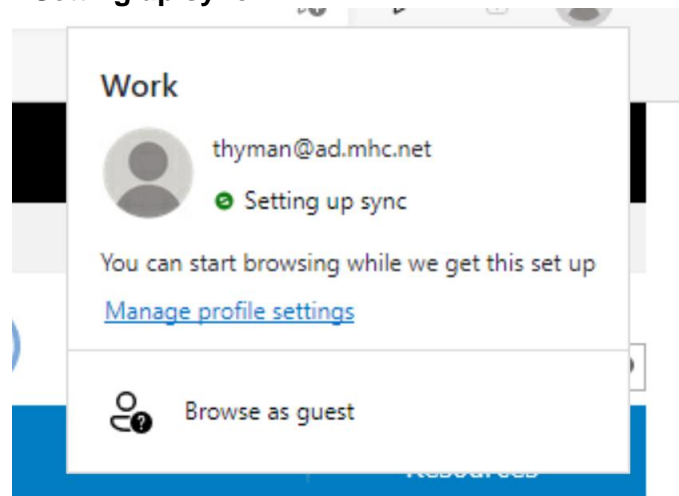
7. Click the “person” icon in the upper right of **Edge** and verify “Sync is on”



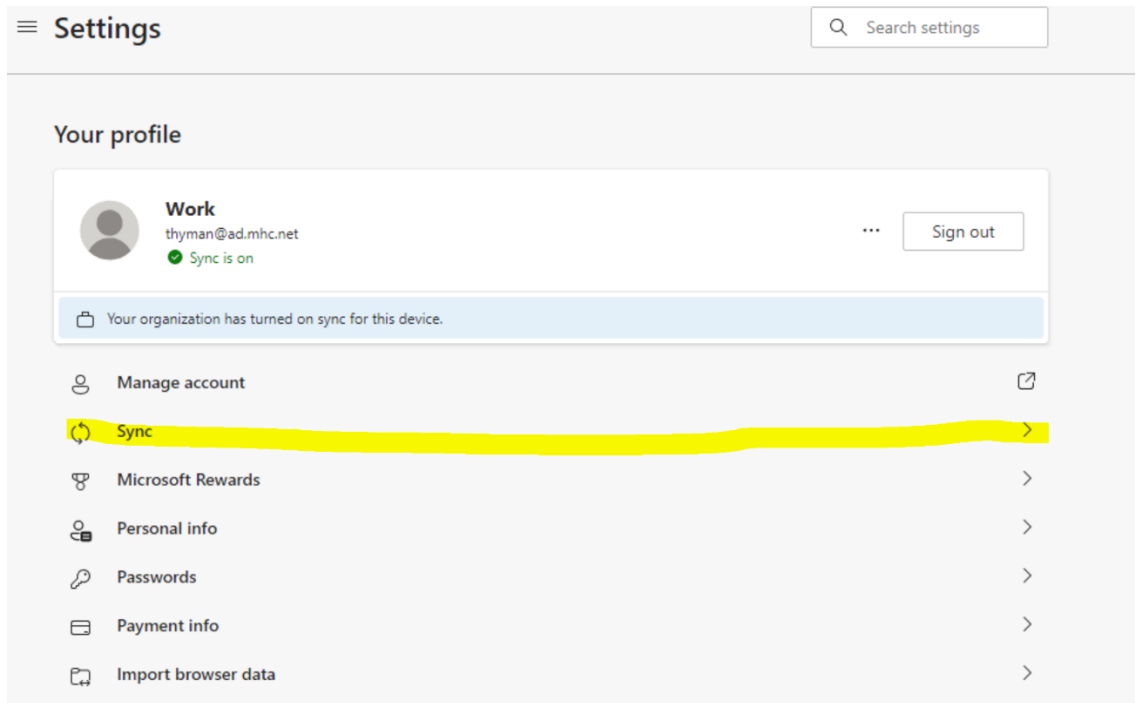
8. Favorites can now be saved in **Edge**.

#### Resolution #2 (Setting up Sync):

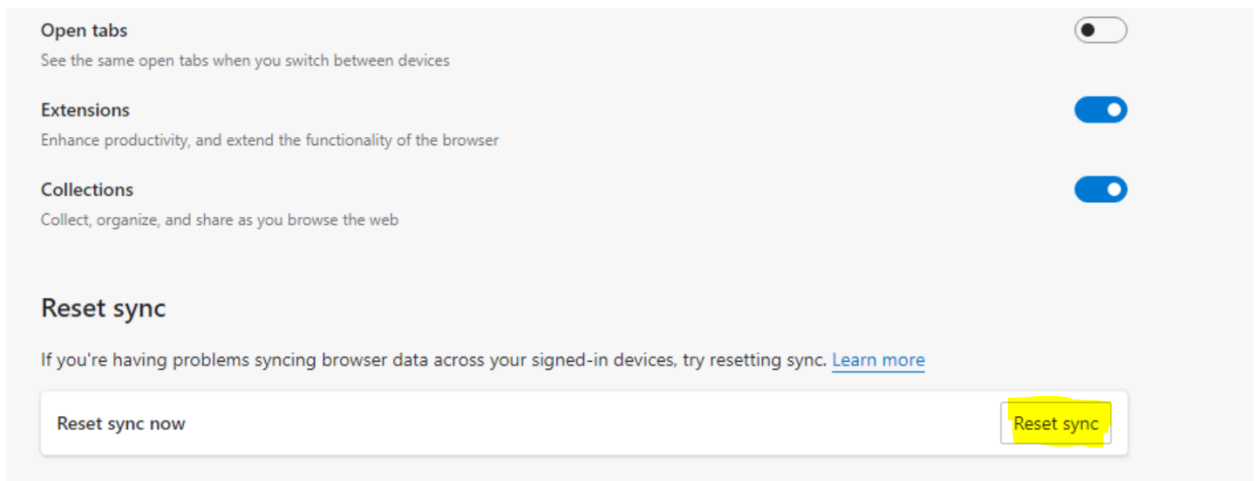
1. Launch **Edge** from StoreFront.
2. Look at the upper right of **Edge**.
3. Click “person” icon.
4. Display shows “**Setting up sync**”



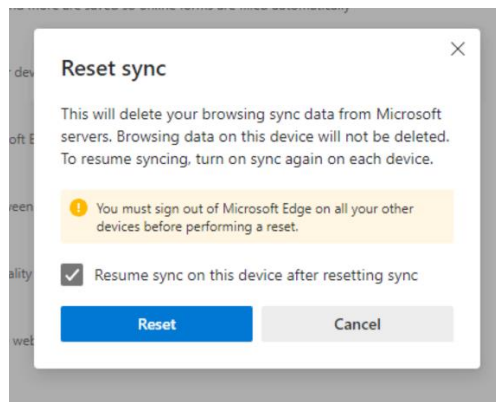
5. This usually displays on the first use of **Edge** for a user. Closing **Edge** and launching it again, may resolve the issue. You'll know it's resolved when “**Sync is on**” is displayed, when the “person” icon is clicked.
6. If display still shows “**Setting up sync**” proceed to next steps.
7.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



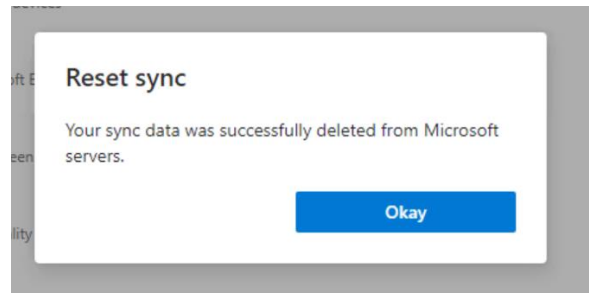
9. Scroll to the bottom of the screen and click **“Reset sync”**



10. Click **“Reset”**



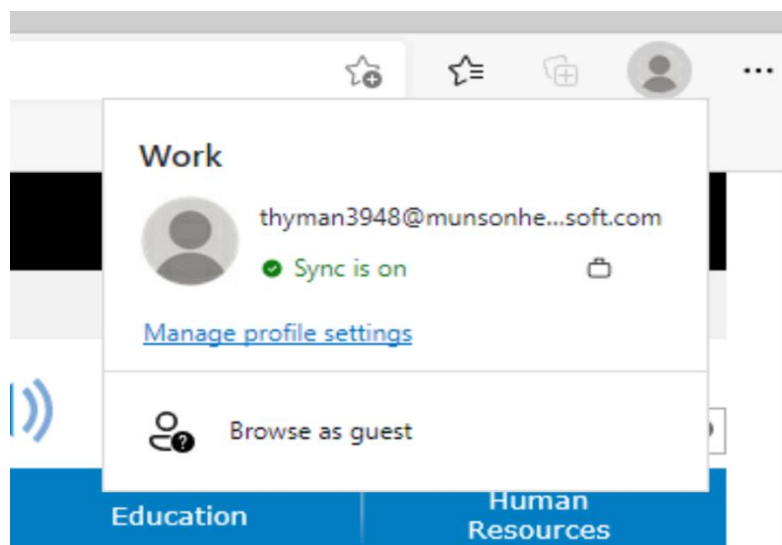
11. Click **“Okay”**



12. Exit **Edge**

13. Relaunch **Edge** from **StoreFront**

14. Click the “person” icon in the upper right of **Edge** and verify “Sync is on”



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