# Connecting to Your Account

OnlyOffice Desktop Editors can connect directly to your OfficeDocs account, giving you access to your cloud documents from a desktop application.

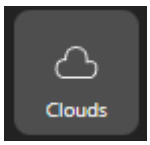
## Prerequisites

Before connecting your account, make sure you have:

- OnlyOffice Desktop Editors installed on your computer
- Your OfficeDocs account credentials
- An active internet connection

## Adding Your Account

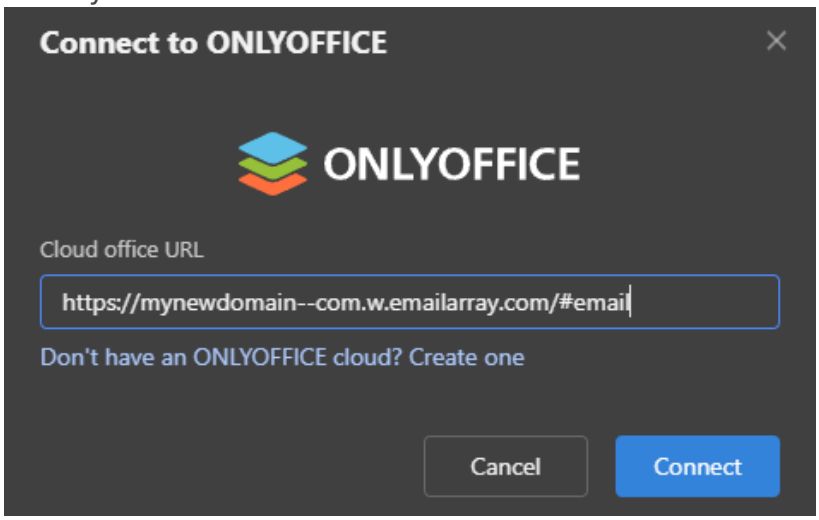
1. Open **OnlyOffice Desktop Editors**.
2. Go to the **Clouds** section or click the cloud icon.



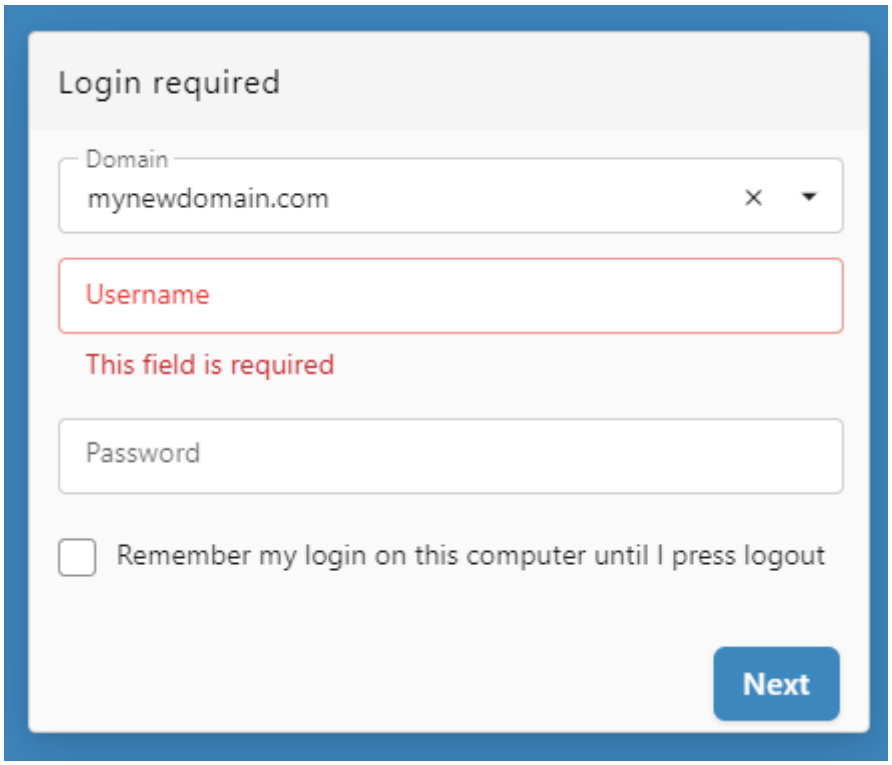

3. Select **Connect** for **ONLYOFFICE**.




4. Enter your server URL then click **Connect**.




5. Enter your username and password.




6. After clicking **Next**, your PolarisMail account automatically opens.

## Server URL

Your server URL is the web address of your OfficeDocs installation. It may look similar to:

- **https://yourcompany.com**
- **https://docs.yourcompany.com**

If you are not sure which address to use, contact your administrator.

## Two-Factor Authentication

If your account uses two-factor authentication:

1. Enter your username and password as usual.
2. Wait for the verification prompt to appear.
3. Open your authenticator application.
4. Enter the current verification code.
5. Click **Verify**.

### Authenticator Apps

Common authenticator apps include:

- Google Authenticator
- Microsoft Authenticator
- Authy (recommended)
- 1Password

## Authentication

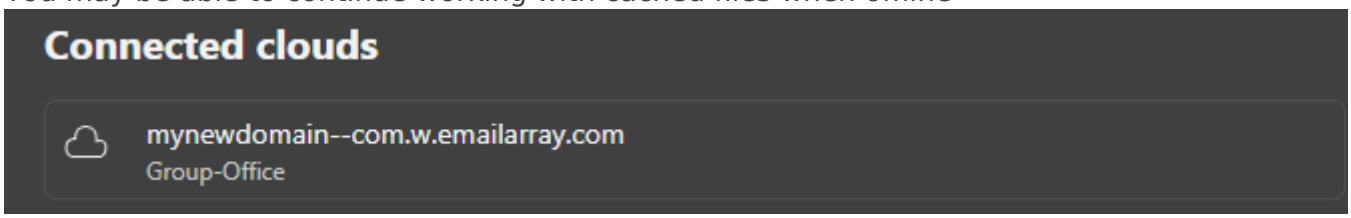
Depending on your organization's setup:

- You may sign in with your usual account username and password
- You may be redirected to a login page in your browser or app window
- Two-factor authentication may be required before access is granted

## After Connecting

Once your account is connected:

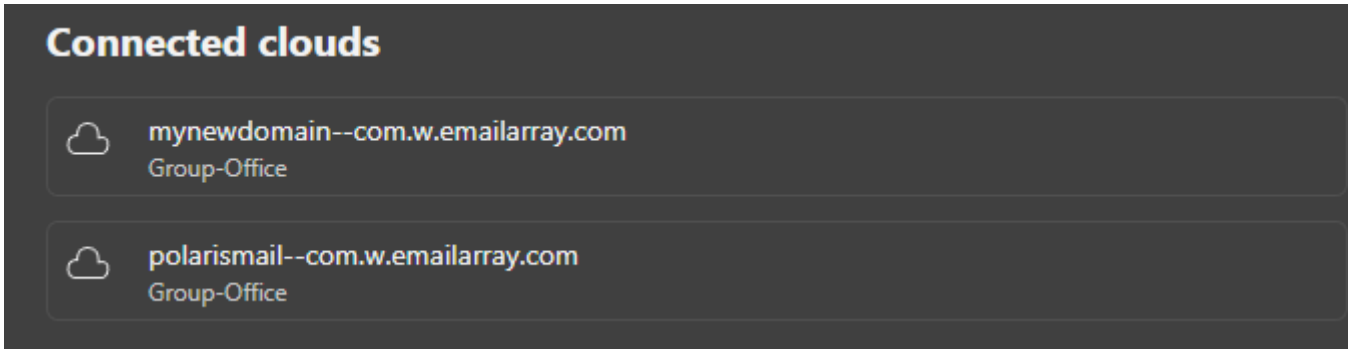
- Your cloud files appear in the file browser
- You can open, edit, and save documents from your account
- Changes sync with the server automatically
- You may be able to continue working with cached files when offline




## Multiple Accounts

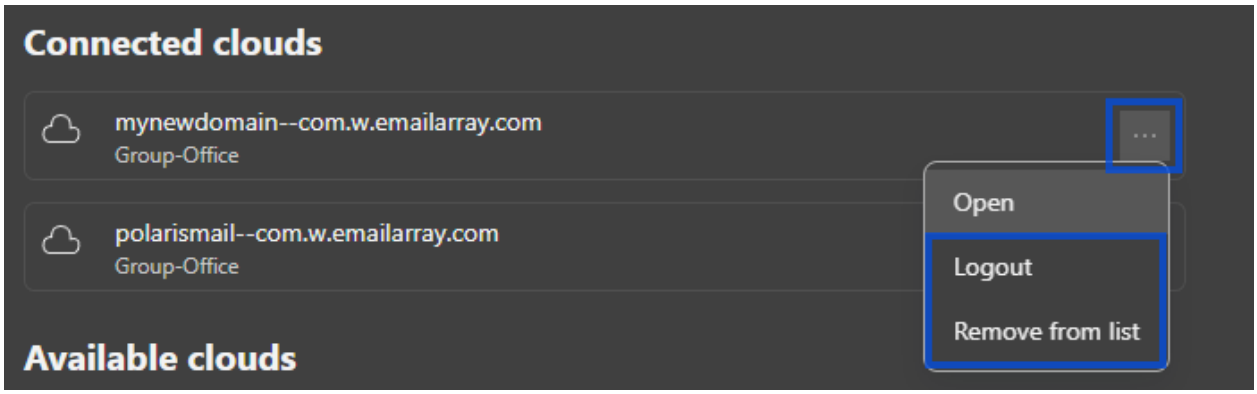
You can connect more than one account if needed:

1. Click **Add Account** or **Connect Another**.
2. Enter the second account's server address and login details.
3. Repeat the process for any additional accounts.
4. Switch between accounts as needed from the cloud list.




## Disconnecting

1. Open the cloud tab.
2. Find the connected account you want to remove.
3. Click the **Three Dots** then **Logout** or **Remove from list**.




4. Confirm the action if prompted.

Local cached files may be removed depending on your setup.

## Troubleshooting Connection

### Cannot connect

- Verify that the server URL is correct
- Check that your internet connection is working
- Make sure your username, email, and password are entered correctly
- Try opening the server URL in a web browser first

### Connection lost

- Check your internet connection
- Wait for the application to reconnect automatically
- Reopen the account if needed
- Unsaved local changes may remain available until syncing resumes

### Authentication fails

- Verify your username or email and password
- Check whether your password has expired
- Complete any required two-factor authentication steps
- Contact your administrator if your account has access restrictions

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