

How to Access a WAI Shared SharePoint Folder as an External User

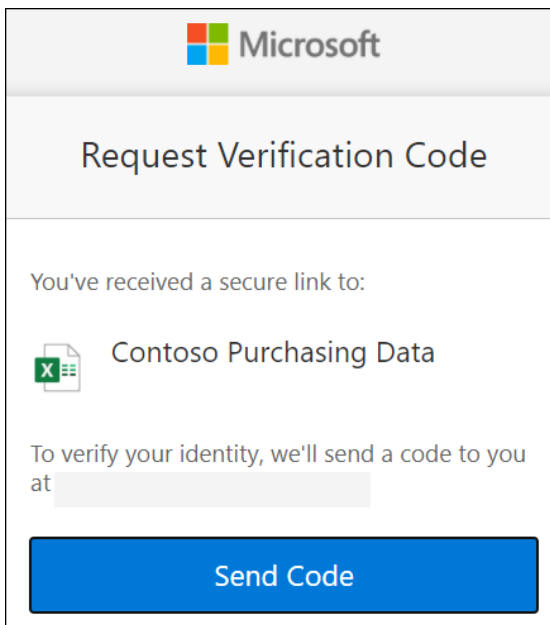
You have been invited to access a SharePoint folder from William Angliss Institute. Please follow the steps below carefully.

Step 1: Accept the Invitation Email

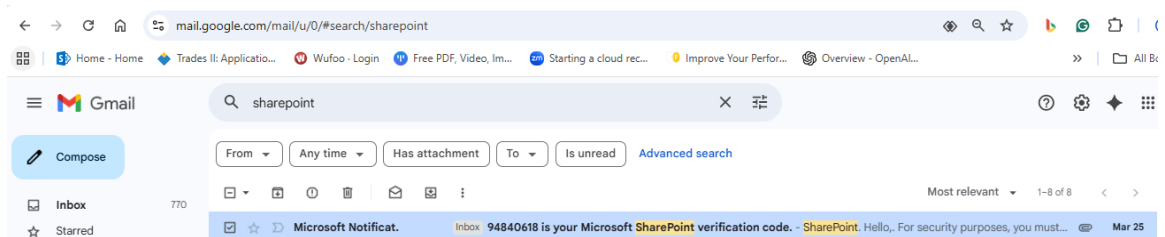
1. Check your **Inbox** and **Spam/Junk** folder for an email from **Microsoft**. The subject often includes words like “You’ve been invited to access documents” or “Shared with you”.



2. Open the email and click **Open** or **Accept**.
3. Sign in using the **exact email address** the folder was shared with (e.g. XXXXX@gmail.com).
4. You may be asked to verify your identity with a one-time code (verification code) sent to your email.



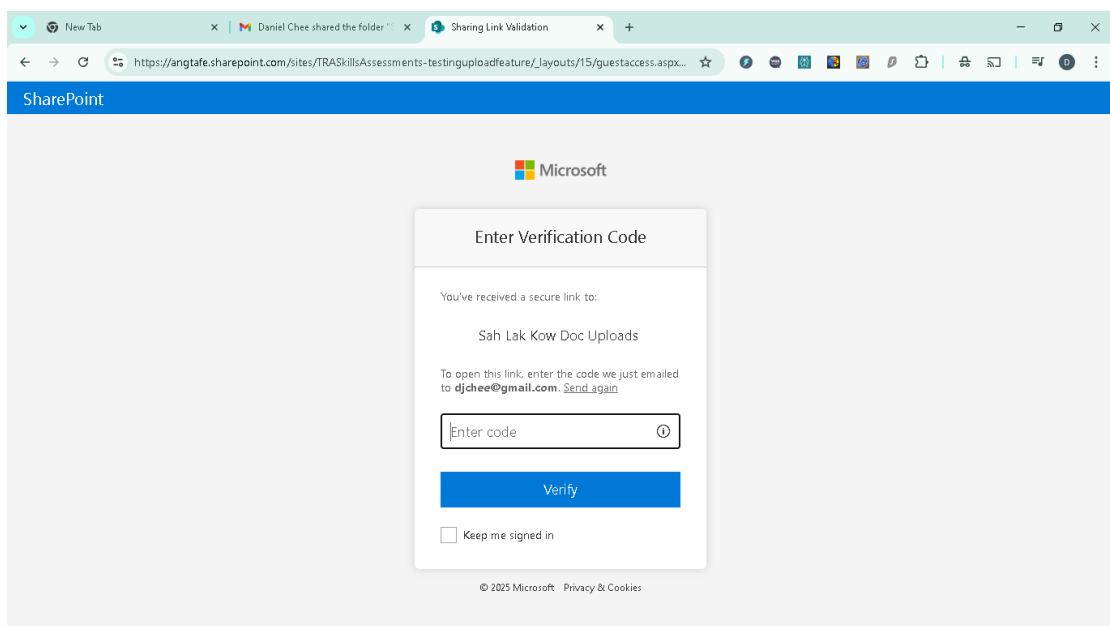
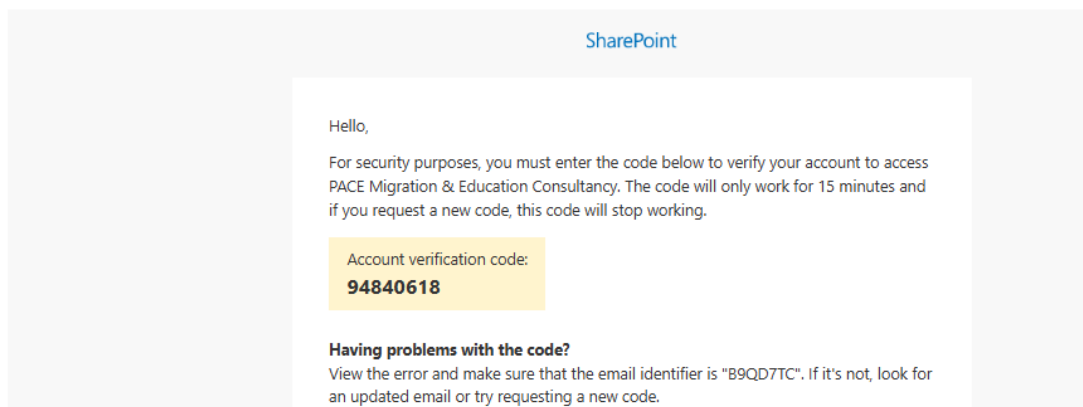
Check your inbox (including spam) for the code from Microsoft, then enter it when prompted.



94840618 is your Microsoft **SharePoint** verification code. Inbox x

Microsoft Notifications <no-reply@notify.microsoft.com>
to me ▾

Wed, Mar 25, 11:22 AM (8 days ago)



Important: You must complete this step before you can fully access the folder.

Step 2: Open the SharePoint Link

1. Once you have accepted the invitation (and verified with the code if required), click the **SharePoint link** provided in our email or the invitation message.
2. Sign in again with the **same email address**.
3. You should now see the shared folder and its contents (you may have permission to view or edit).

Additional Tips

- For the best experience, use a **desktop browser** (Edge or Chrome). Mobile browsers can sometimes require extra steps.
- Once access works, you can bookmark the SharePoint folder or add it to your “Recent” list for easier future access.
- Do not forward the sharing link to others unless the sender specifically allows it.

Step 3: Troubleshooting – If You Still Cannot Access

A. No Invitation Email Received

- Check your Spam/Junk and Promotions tabs thoroughly.
- Ask the sender to re-share the folder to your exact email address.
- Wait 5–10 minutes after they re-share, then check your email again.

B. “This link is for internal users only” or “Only people in your organisation can access this” Error

- This is the most common issue for new external users. It usually means the guest invitation has not been fully accepted yet.
- Return to **Step 1** and make sure you accept the Microsoft invitation and enter the one-time code if prompted.
- Try opening the link in a **private/incognito browser window** (press Ctrl + Shift + N in most browsers).
- Sign out of all Microsoft accounts first by visiting <https://account.microsoft.com>, then try the link again.

C. Sign-in Loop, Wrong Account, or Verification Code Issues

- Make sure you are using **exactly** the email address that was shared with you (no extra spaces or typos).
- If you see a prompt for a one-time code, click **Send code** if available, then check your email (including spam) for the code from Microsoft.
- Close all browser windows or try a different browser (Microsoft Edge or Google Chrome recommended).
- Clear your browser cache and cookies for microsoft.com and office.com if the problem continues.

D. “You don’t have permission” or Access Denied

- Confirm you have successfully accepted the invitation and entered any one-time code.
- The sender may need to re-share the folder and explicitly set permission to **Can edit** or **Can view** for your email.
- If you have multiple Microsoft accounts logged in, sign out of all of them and use only the correct email.

E. Still Having Problems After Accepting the Invitation

- Reply to the sender with the following information:
 - A screenshot of the **exact error message** you see.
 - Whether you were able to accept the Microsoft invitation and enter the one-time code.
 - The browser and device you are using (e.g., Chrome on Windows laptop).