

## SharePoint Access

How to access GDOTS SharePoint sites with your guest account.

### Opening a SharePoint Site

1. • Find the SharePoint link in your welcome email or site migration notification from GDOTS
2. Click the link, or copy and paste it into your browser's address bar
3. Sign in with your GDOTS guest credentials ( @guest.gdots.com ), or your organization's credentials if your org has set up a [B2B connection](#)
4. Complete MFA when prompted

#### IMPORTANT

You must have completed [MFA setup](#) before you can access any SharePoint site. If you haven't set up MFA yet, do that first.

### Navigating the Site

Once you're signed in, you'll see the SharePoint site. The layout may vary by site, but common elements include:

- Site home page: The landing page for the site. May show recent documents, announcements, or links to key areas.
- Left navigation panel: Links to different sections and document libraries within the site. Click a section name to navigate to it.
- Breadcrumb trail: Shown at the top of the page. Shows where you are in the site hierarchy and lets you navigate back to parent folders or the site home.
- Document libraries: Where files are stored. Click a library name in the navigation to browse its contents. Libraries are organized into folders, similar to a file system.

### Viewing and Downloading Documents

#### VIEWING A DOCUMENT

Click a file name to open it in the browser. Word, Excel, PowerPoint, and PDF files all open in a built-in browser viewer. No need to download them first.

#### DOWNLOADING A SINGLE FILE

1. • Hover over the file and click the checkbox that appears to select it
2. Click Download in the toolbar at the top

Alternatively, right-click the file name and select Download from the context menu.

#### DOWNLOADING MULTIPLE FILES OR A FOLDER

1. • Select multiple files by clicking the checkbox next to each file name
2. Click Download in the toolbar
3. The selected files will download as a single .zip file

To download an entire folder, select the folder's checkbox and click Download.

Note: Some files may be view-only depending on your permissions. If you need to download a file and the option isn't available, contact your GDOTS point of contact.

## Signing In to the Right Account

If you have multiple Microsoft accounts (e.g., your work account and your GDOTS guest account), your browser may sign in with the wrong one. This is the most common cause of "Access Denied" errors.

### HOW TO CHECK WHICH ACCOUNT YOU'RE USING

Look at the profile icon (circle with your initials or photo) in the top-right corner of SharePoint. Click it to see the account name and email address. If it shows your organization's email instead of your @guest.gdots.com address (or vice versa), you're signed in with the wrong account. For more on managing your account, see [Managing Your Account](#).

### HOW TO SWITCH ACCOUNTS

1. • Click the profile icon in the top-right corner
2. Click Sign out
3. Close all browser windows
4. Open a new browser window
5. Navigate to the SharePoint link and sign in with the correct credentials

#### TIP

Using a private/incognito browser window avoids account conflicts entirely. Your browser won't use any cached credentials, so you'll be prompted to sign in fresh with the correct account.

## Troubleshooting

### "ACCESS DENIED" ERROR

If you see an "Access Denied" or "You don't have access" message:

- Verify you have completed [MFA setup](#)
- Verify you're signed in with the correct account (see above)
- Check if the site has been migrated yet. See the [SharePoint migration information](#) page for details on the wave schedule
- Try opening the link in a private/incognito browser window
- If the issue persists, contact your GDOTS point of contact

### PAGE WON'T LOAD OR DISPLAYS INCORRECTLY

- Try a different browser. Chrome, Edge, and Firefox are all supported
- Clear your browser cache and cookies, then reload the page
- Disable browser extensions that might interfere (ad blockers, privacy extensions)

### CAN'T FIND A DOCUMENT

- Check different document libraries within the site (use the left navigation)

- Use the search bar at the top of the site to search by file name or keywords
- Ask the site owner or your GDOTS point of contact if you're not sure where something is stored

#### **DATA HANDLING REMINDER**

Some GDOTS SharePoint sites contain controlled unclassified information (CUI) and/or International Traffic in Arms Regulations (ITAR)-controlled data. Handle all data you access according to your organization's security policies and any instructions from your GDOTS point of contact.