

Quick Troubleshooting Guide – FAQ

If you are familiar with SharePoint and having slight issues, or you are new and would rather have some quick tips, you have come to the right place! Here are all the basics/troubleshooting tips of SharePoint in a nutshell:

- You need a Microsoft account to accept an invitation
 - If you do not have one – create a new one. You must use the user name in the email invitation.
- Only you can accept the invitation
 - Do not forward to others – it will not work for them
- If you do not see the invitation
 - Check your Spam box
 - Make sure you are looking for an email from Microsoft not Pivot Point Security
- Invitations expire in 90 days
- You need to accept an invitation before you can login to the portal
- After accepting the invitation, use the direct link given to you by the PPS project team to access reports
 - Do not reuse the invitation link
- If you are getting a “That didn’t work” error after accepting an invitation
 - Try going to the direct SharePoint link using a private browsing window (in your browser settings choose New Private Window)
- If you do not have the password to open the documents
 - Contact the PPS project team with your cell number – we will text you the password
 - For security purposes we do not provide the password over email
- If you cannot open the documents directly from the portal, try downloading them first
- Final reports are in the Deliverables folder
- If the Microsoft login pages are blocked by your company, we can provide an alternative way of delivering the reports. Contact your PPS Project Team

If you are still having issues, please contact our project team. We would be happy to help!