# SharePoint Online: Instructions for external users (2019)

External users must sign into SharePoint Online with an email account that's associated with a "Microsoft account" (formerly "Microsoft Live ID") or an organizational account if the account is an Exchange or Office 365 account.

A Microsoft account is the combination of an email address and a password that you use to sign in to services like Hotmail, Messenger, OneDrive, Windows Phone, Xbox LIVE, or Outlook.com. If you use an email address and password to sign in to these or other services, you already have a Microsoft account—but you can also sign up for a new one at any time. If you already have Hotmail, Outlook, or Live account, then you already have a "Microsoft account" e-mail address. If you have one of these, then skip to Step 8.

1. Go to login.live.com to associate your e-mail address with a Microsoft account, or to create a new e-mail address.

2. Click "Sign up now," toward the bottom right of the page.

3. Under "Microsoft account name," type in your e-mail address.

4. Select a password that you can remember (write it down – you'll need it!), and follow the remaining instructions.

5. Go to your e-mail address' inbox.

6. Open the email from Microsoft Account team (account-securitynoreply@account.microsoft.com) and click "Verify."

7. Using the e-mail address, log into Live.com to finalize verification of your e-mail address.

8. Pat yourself on the back – you're halfway there!

9. Now, log out of any Office 365 accounts that you may have open.

10. Delete your browser's cache.

   a. In Internet Explorer go to 'Tools' > 'Internet Options' > Under Browsing History select 'Delete'
   b. In Google Chrome click the menu icon on the top right of the screen and select 'Tools' > 'Clear Browsing Data'
   c. In Firefox clear the 'Firefox' button at the top left of the screen and select 'Options' > Go to the Advanced tab > Under cached web content select 'Clear Now'

11. Close, and reopen the browser.

12. Contact the EPA Site Owner who will authorize your site access. **Give them the email address that is associated with your Microsoft Live account.** The Site Owner will use this email address to give you access to the site. Please contact Jessica Snyder (snyder.jessica@epa.gov) or Rick Dreisch (Dreisch.rick@epa.gov)

13. Check your inbox for an e-mail from your EPA Site Owner, Jessica or RIck, with a subject that looks something like this: "Dreisch, Rick (Dreisch.rick@epa.gov) has invited you to collaborate"

14. Open it and click "Accept your invitation."

15. After accepting your invitation, you'll be routed to a Welcome page where you need to click "Microsoft account."
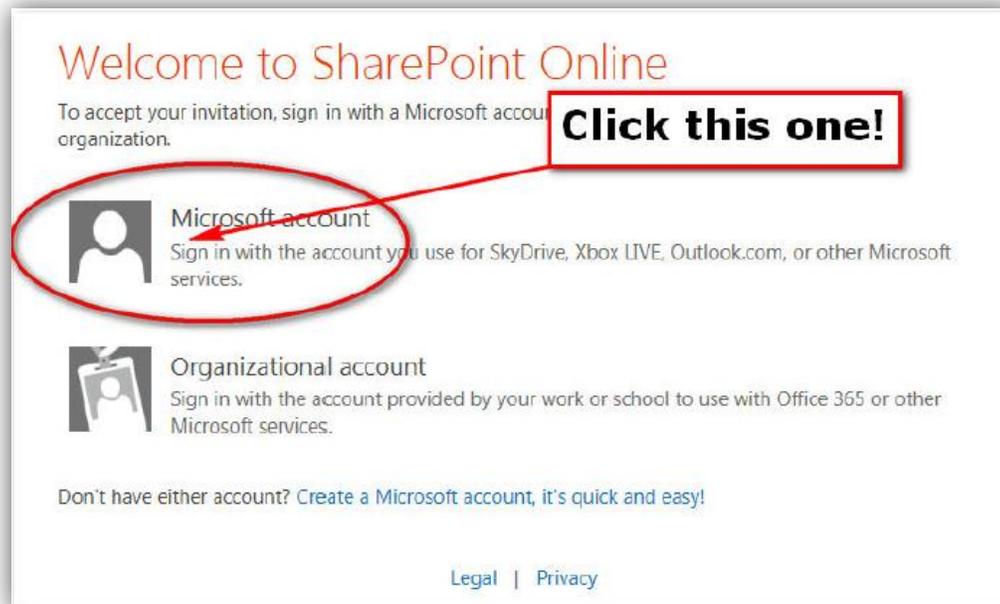


16. On the next screen, sign in using your e-mail address and the password you created when associating your e-mail address to your Microsoft account.

    **IMPORTANT INFO FOR THOSE WHO DON'T USE HOTMAIL, OUTLOOK, or LIVE:** SharePoint Online is NOT asking for the password you use with your email account. Rather, it needs the password you created when you associated your e-mail to your Microsoft account. Remember Step 4, above, where you wrote down your password? It's time to use it. If you enter the wrong credentials here you will not be able to access the SharePoint site. Use the new password!

17. You should now be able to access the SharePoint site!

18. To make sure you can return to the site easily in the future, bookmark/favorite the site.

19. To return to the site in the future, click its bookmark. This will take you to a screen like the one below. Make sure to "Sign in with a Microsoft account," not an organizational account.
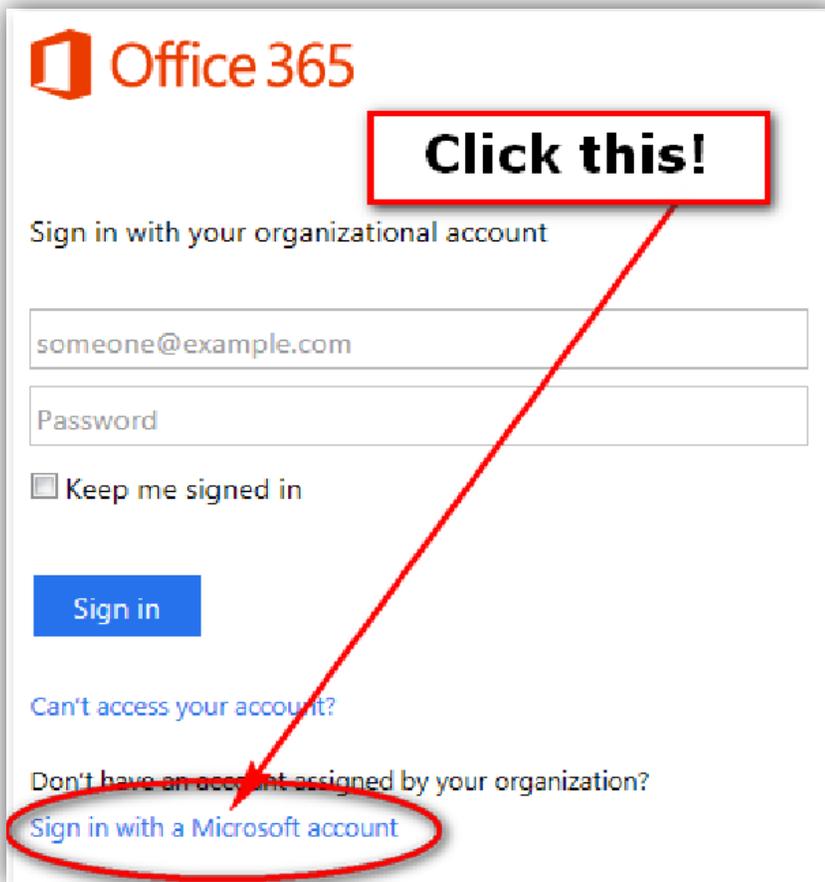
20. On the next screen, you need to do four things:

    a. type your Microsoft account email address
    b. type your password
    c. check "Keep me signed in"
    d. click "Sign in."

Checking "Keep me signed in" is super important. If you don't do this, SharePoint will repeatedly ask for your credentials, and you will become frustrated. Check that box!

22. You should be all signed in, and on the SharePoint page you need. (If not, contact your EPA Site Owner.) Congratulations!