



EXTERNAL ACCESS – Logging into SharePoint Online

Quick Reference Guide

IMPORTANT

Before attempting to log into SharePoint Online, please ensure that you have installed and registered the One Time Password app. Please refer to the following guide for information:

- [Install and Register - Mobile guide](#)

Logging into SharePoint Online

To access Shell SharePoint Online (sites starting eu001 only), a two-step sign in process is required. Step 2 will require you to use your PIN to generate a One Time Password (OTP).

Step 1 – Log into Office 365

When you attempt to access SharePoint Online, you will be taken to an Office 365 log in screen.

1. Enter 'login@shellea.com' into the username field, then click **Sign in** (or press **Enter** on your keyboard).

Step 2 – Shell Authentication (FAAS)

The system recognises the login@shellea.com email address and you will be re-directed to **WiproCloudMinder.com** (known as FAAS in Shell). You will be presented with the OTP icon.

1. Click the OTP icon.
A log in screen will be displayed.



2. In the **username** field, enter your email address that you registered (organisation email) during the 'OTP set up'
3. On your Smart Phone or computer, open the **CA OTP** app and enter your PIN. A One Time Password will be generated.*
4. Enter the OTP into the **One Time Password** field on the FAAS screen.

***Please note:** If you enter an incorrect PIN, you will not receive an error, but an OTP will still be generated. Please enter your PIN carefully.

Once confirmed, the page will redirect to SharePoint Online.

IMPORTANT – New Browser window

When using Shell SharePoint Online, please open a separate browser window to avoid your browser history automatically linking to your own company's SharePoint site.

Alternatively, when opening your internet explorer window, right click and choose 'Start InPrivate Browsing'.

INFORMATION – Unavailable functions

Some functionality (e.g. follow a document, view account) is unavailable for External Users and errors may be displayed. Standard use of SharePoint is not affected.

INFORMATION – Known issues

There are a few issues that you may encounter as an External User. Please review the information on [page 2](#) for more detail and solutions.

WHERE DO I GO FOR HELP?

For more information and support, contact:

- [External Access Support Team](#)

Note: PDO users should contact the PDO Helpdesk for assistance with incidents.



EXTERNAL ACCESS – Logging into SharePoint Online

Quick Reference Guide

KNOWN ISSUES AND SOLUTIONS

There are a few issues that you may encounter as an External User. Please review the information below to find out where there is already a solution. For other issues, please contact the [External Access Support Team](#).

Error: Invalid credentials

Error: Invalid credentials. Please try again.

If you see the error 'Invalid credentials' please try the following two solutions:

- 1. Generate a new OTP:** You may have entered your PIN incorrectly. A warning is not given for an incorrect PIN and an OTP will still be generated. Use your CA OTP App to generate a new OTP.
- 2. Reset your PIN:** If the first option does not work, click the question mark icon  to start the process of resetting your PIN. For full instructions, please view the following: [Reset your OTP App PIN – Quick Reference Guide](#)

User not found in Shell directory

All External Access users should log into the Office 365 screen using the email address **login@shellea.com** If an email address without @shellea.com is used, you will receive the error message 'That didn't work'.

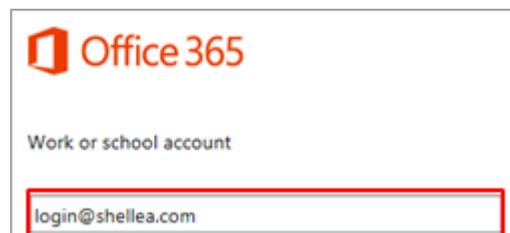
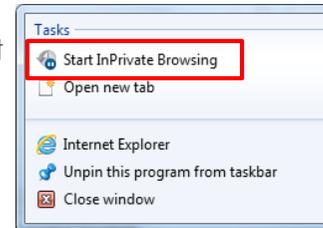
That didn't work

We're sorry, but sander.van.lieshout@avanade.com can't be found in the eu023-sp.shell.com directory. Please try again later, while we try to automatically fix this for you.

This can sometimes occur if you do not open a new 'in-private' session to work with Shell SharePoint as your computer may remember credentials from other O365 accounts.

To resolve the error:

1. Open a new internet explorer window by right clicking and choosing 'Start InPrivate Browsing'.
2. Enter the Shell SharePoint URL and enter the email address **login@shellea.com** in the Office 365 window.

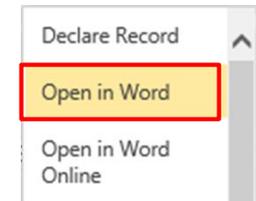


Re-authentication required when opening Office applications

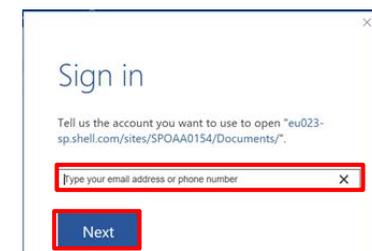
If a document tries to open in the Office client (rather than the web-app), you will be asked to re-authenticate.

This may happen if:

- The SharePoint library settings mean that all documents open in the client automatically
- **OR** you choose 'Open in Word', 'Open in Excel', etc. to open and edit a document.



To re-authenticate, please type in the email address **login@shellea.com** and click **Next**.



WHERE DO I GO FOR HELP?

For more information and support, contact:

- [External Access Support Team](#)

Note: PDO users should contact the PDO Helpdesk for assistance with incidents.