

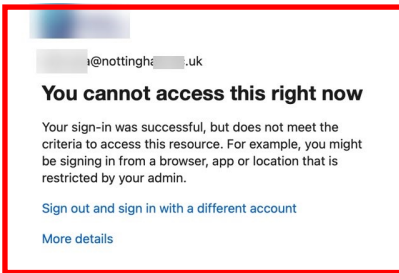
# NCC SharePoint & MS Teams (External Guests)

## FAQ's

The following suggestions may help to find a solution when experiencing issues with accessing an NCC MS SharePoint and/or MS Teams site as an External Guest.

### FAQ 1

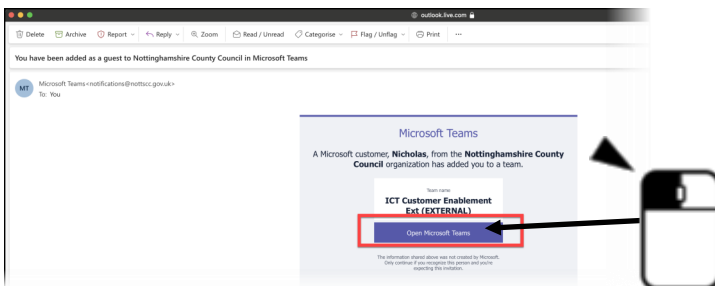
When you click the link or follow the subsequent steps you may be presented with a message **'You cannot access this right now. Your sign-in was successful, but does not meet the criteria to access this resource...'**



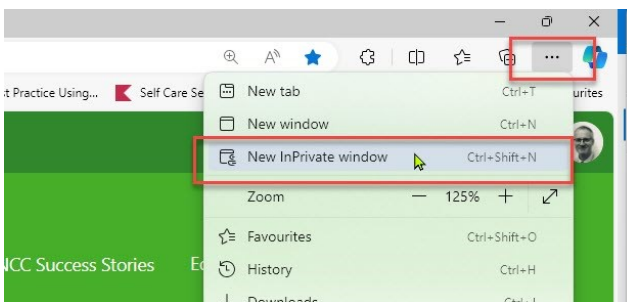
*Solution 1- Access the Teams or SharePoint site via an InPrivate Web*

### *Browser window*

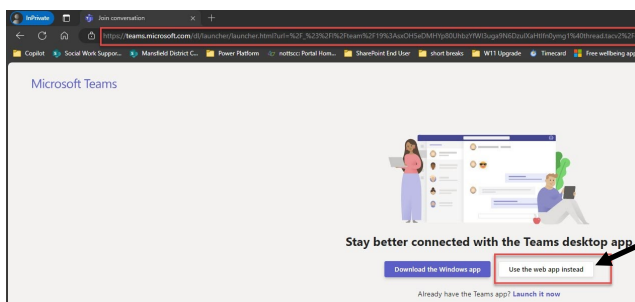
Copy the web address from the email and paste it into the address bar of an InPrivate or Incognito web browser window.



**Right mouse click the link and copy the hyperlink**



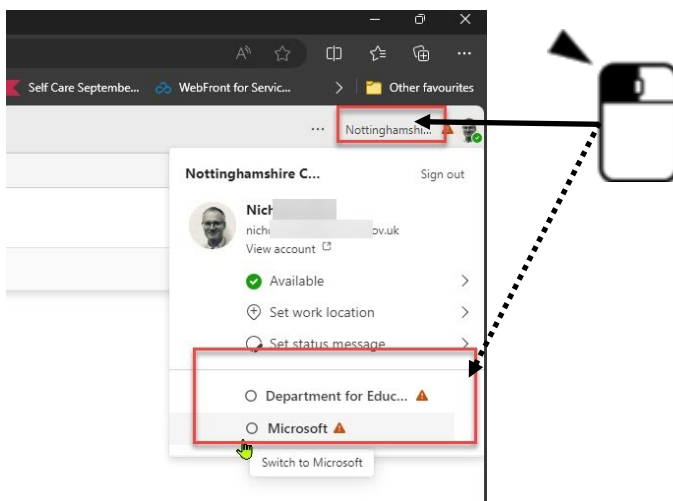
**From Edge Open a New InPrivate window from the three dots (MS Edge) or Incognito window (Google Chrome)**



**Paste the web address into the New InPrivate window (MS Edge) or Incognito window (Google Chrome) and press enter**

**Click 'Use the web app instead'**

**Follow the joining process as documented in the joining step by step process for SharePoint or MS Teams**



Ensure you have selected Nottinghamshire County Council 'network' from the 'Account manager' option

Once you have accessed the Team site in a browser, add the site to your web browser Favourites or Bookmarks for easy future reference

### Solution 2 - The message might be a phantom error

Sometimes the message 'You cannot access this right now. Your sign-in was successful, but does not meet the criteria to access this resource...' is generated as a phantom error, therefore please ignore the prompt and re-try!

### Solution 3 - Contact your ICT Support Team for Assistance

Contact your ICT Support Team through your normal processes to ask for assistance in joining the Nottinghamshire County Council Network

This guidance has been produced by NCC ICT Services Customer Enablement Team. It can be shared by NCC SharePoint owners/admins with any external colleague that they are inviting to be a guest member of an NCC external SharePoint site collaboration space. External colleagues experiencing any issues in accessing the SharePoint site should in the first instance contact their own ICT Support Team, this guidance can be shared with them for troubleshooting purposes. Any further issues can be reported back to the NCC SharePoint Site Owner/Admin who may request further support from the NCC ICT Service Desk