

GSD. OneDrive - Files Shared in OneDrive Online

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General Information:

Possible symptoms/errors:

User wants to know how to See Files Shared with them in OneDrive Online

Alternative names of the system:

Shared Files

IMPORTANT NOTICE:

N/A

Solution:

When another user shares a file with user, the file will automatically appear in the "Shared" or "Shared with Me" list. This guide will show how to see files shared with user in OneDrive Online.

Details:

Advise user to go to Office Portal Online and to select the OneDrive icon.

In the OneDrive navigation pane, user must click on Shared.

Files or folders shared with user appear under Shared with me, while files or folders that they have shared with others appear under Shared by me.

Advise user to select and to click on the file or folder to open it.

NOTE: When user opens a shared OneDrive file while signed into their Microsoft account, people with permission to edit that file can see that they've opened it. People who can edit will also be able to see user's name, email address, and profile picture.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

Office Portal Online

<https://portal.office.com/>