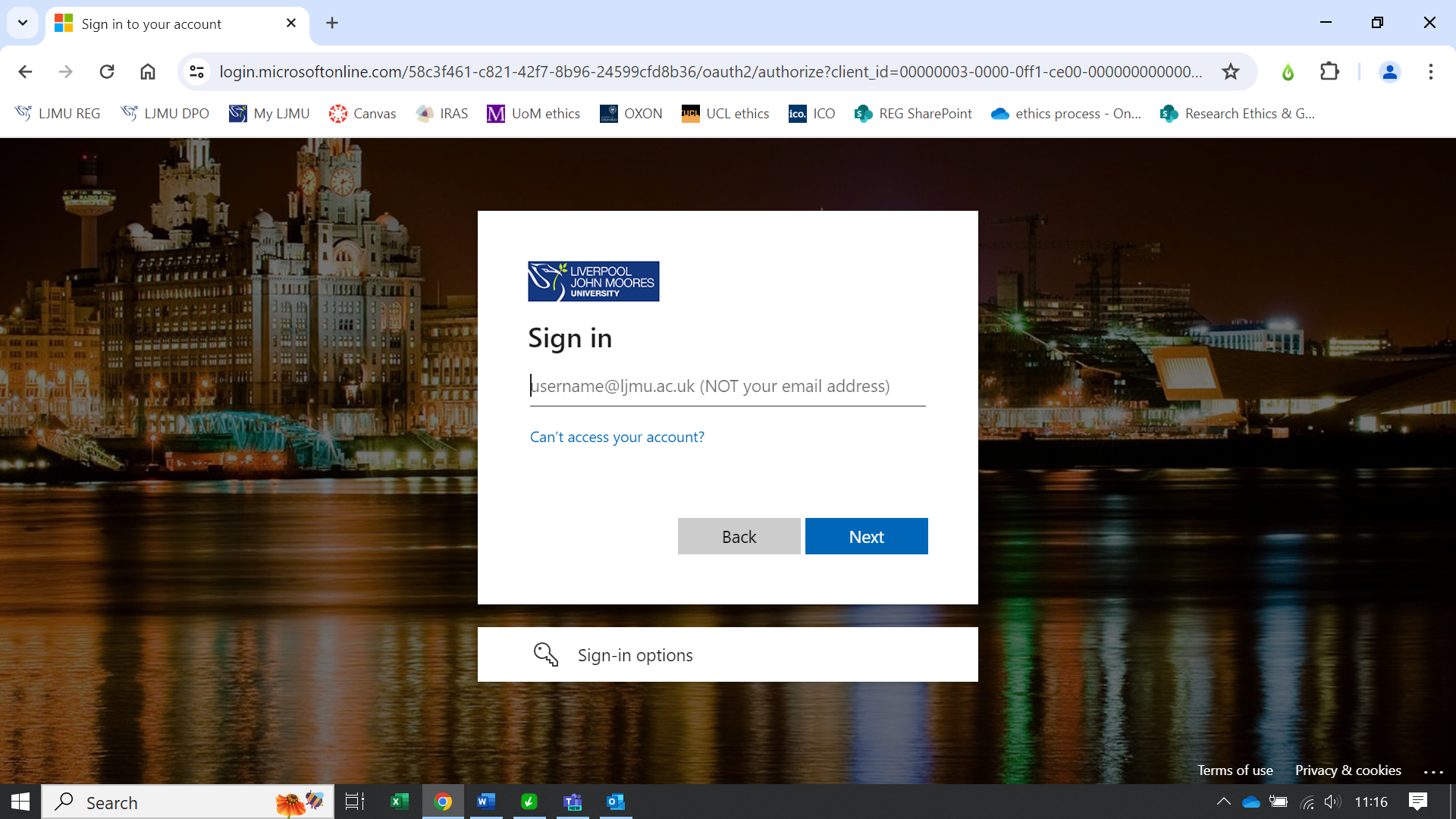
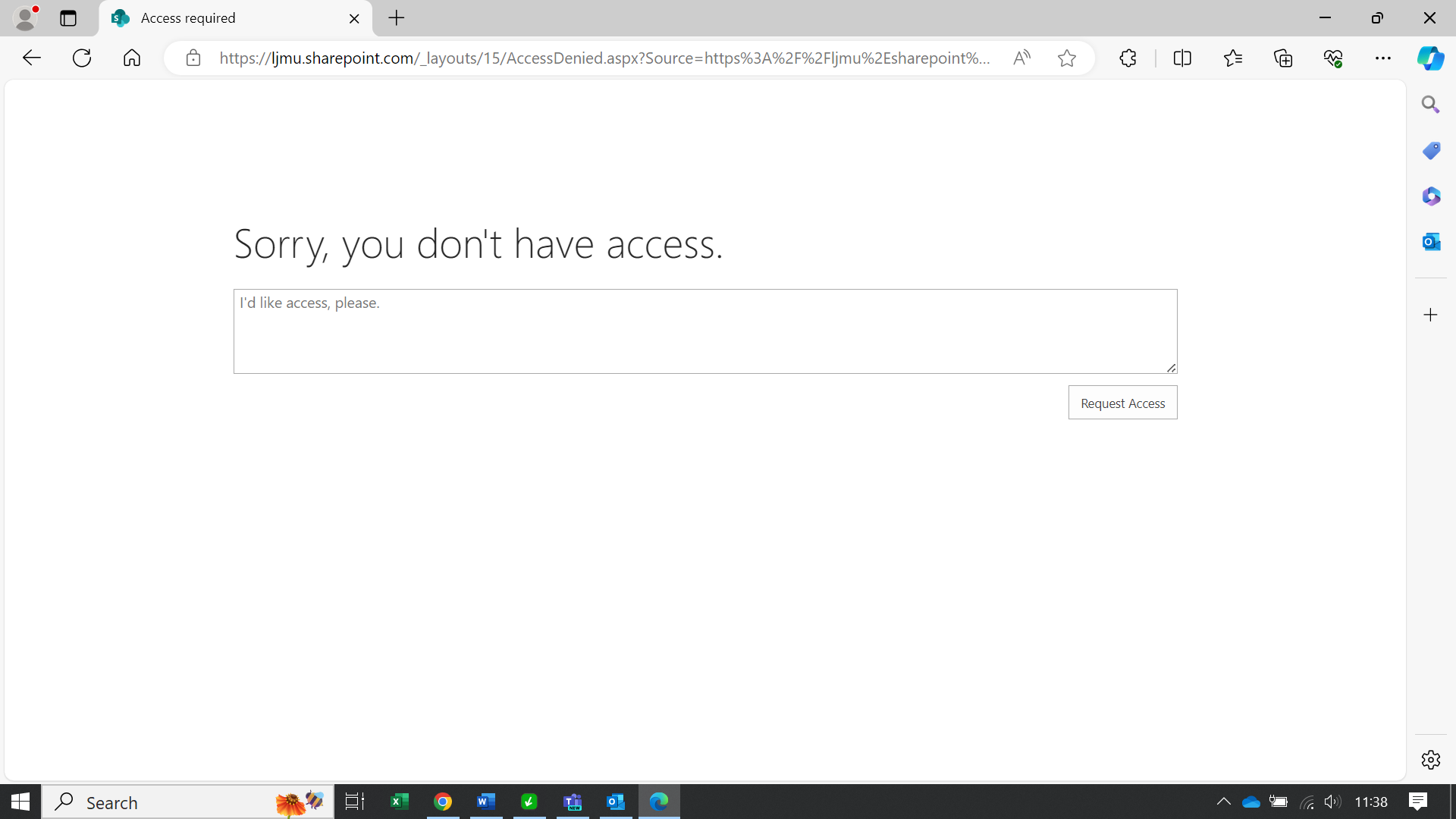
**Guidance for accessing LJMU SharePoint pages and documents**

If you are having problems accessing LJMU SharePoint pages and documents, it is because you are not signed-in in to your LJMU Microsoft account. When you first click on a link to the SharePoint site or a document, you may be asked to sign-in to your LJMU Microsoft account (screenshot below). Make sure you sign-in using your LJMU username@ljmu.ac.uk.



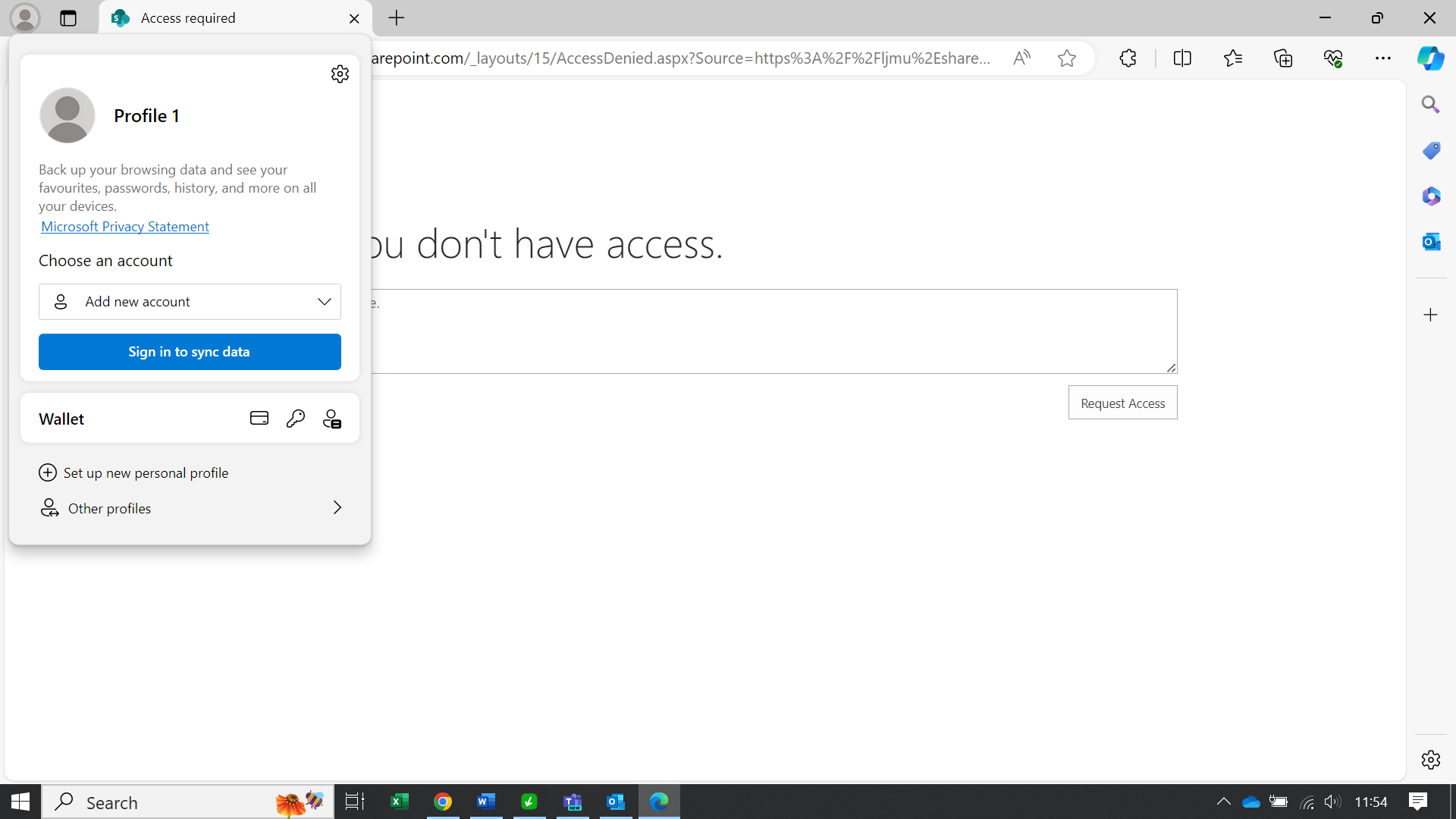
If you receive a message that says “sorry, you do not have access” (screenshot below), DO NOT request access. If you are LJMU staff/student, you DO have access, but you need to sign-in to your LJMU MS account to gain access.



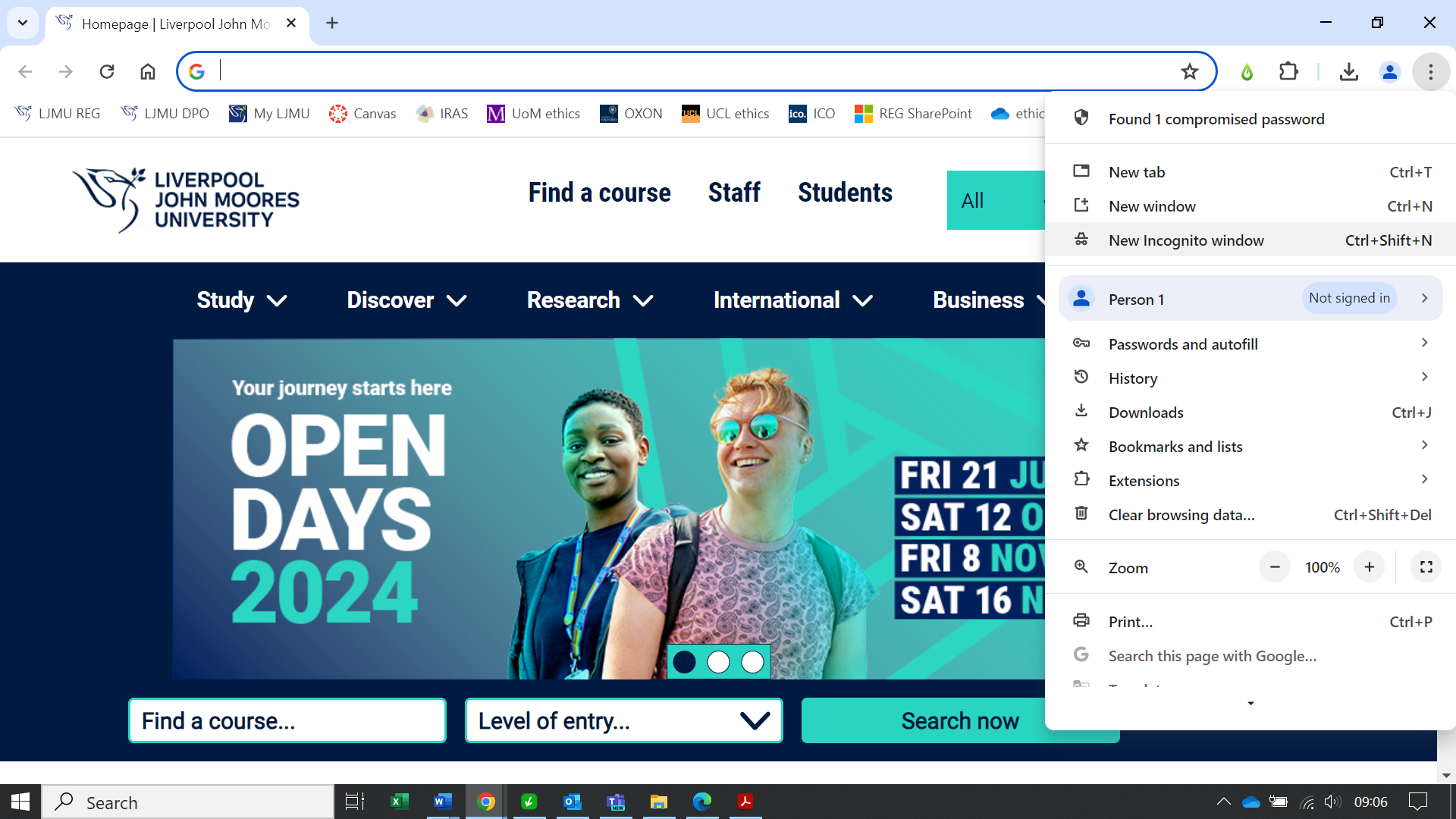
Try the following…

* Close and reopen all internet browsers (close all tabs) and then attempt to access the LJMU SharePoint or documents - you may then be asked to sign-in to your LJMU MS account.
* When using MS Edge – click on “profile” at the top left of the screen – click “sign in to sync data” – sign-in using your [username@ljmu.ac.uk](mailto:username@ljmu.ac.uk) (screenshot below)
* When use Google Chrome, open a “new incognito Window” or sign-out and then sign back into your LJMU MS account (click on your initials/photo in the top right of the screen).
* Only use Google Chrome or Microsoft Edge as your internet browser

MS Edge:



Google Chrome:



If you need further assistance, please contact LJMU IT Services so that they can help you to sign-in to your LJMU MS account.