



Client for Contractor - 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 mobile or desktop guide for to set up your OTP.

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 – Open a new browser window

You must first open a new browser (outside of C4C). If you already use Office 365 for non-Shell purposes, please ensure it is set to 'InPrivate/Incognito' as this will mean you can have multiple sessions open at once. Then enter the URL you are trying to reach.

Step 2 – Log into Office 365

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

1. Enter your → Shell email (*name.surname-x@shell.com*) into the username field, then click **Sign in** (or press **Enter** on your keyboard). **No password is required.**

Step 2 – Shell Authentication (FAAS)

You will then be re-directed to **WiproCloudMinder.com** (known as FAAS in Shell) and presented with login options.

Click the OTP icon.



Then a log in screen will be displayed.

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

ENABLING PRIVATE BROWSING

Internet Explorer: Press Ctrl + Shift + P

Chrome: Press Ctrl + Shift + N

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

ACCESSING VIA C4C

It is possible to access SharePoint Online via C4C using the OTP app. When you follow the steps to login you will reach a generic 'SIS' landing page. At this stage, paste the URL you are trying to reach into the explorer bar and press Enter.

ACCESS DENIED TO SITES

If you receive an access denied error this means you do not have the correct permissions to access the SharePoint site. Please contact the Shell site owner to resolve.

WHERE DO I GO FOR HELP?

For more information and support, contact:

- Shell IT Helpdesk



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My Workspace
MAKING SENSE OF IT


KNOWN ISSUES AND SOLUTIONS

There are a few issues that you may encounter. 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 C4C users should log into the Office 365 screen using their -X Shell email address (*name.surname-x@shell.com*) If another email address is used you'll get the message *That didn't work*.

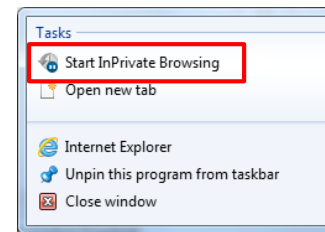
That didn't work

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 your -x Shell email (*name.surname-x@shell.com*) into the username field, then click Sign in (or press Enter on your keyboard).



Work or school account

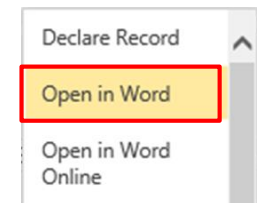
 Keep me signed in

Re-authentication required when opening Office applications

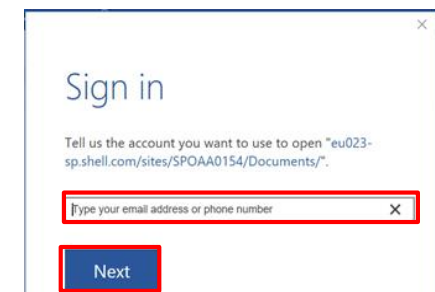
If a document tries to open in the Office client (rather than the web-app), you will be asked to re-authenticate.

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 your -X Shell.com email address and click **Next**.



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