



SharePoint–Accessing Shared CNO Folders For External Contacts

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Table of Contents

<i>About Shared Files and Folders.....</i>	<i>1</i>
<i>What is SharePoint?</i>	<i>1</i>
<i>Awaiting a CNO Email/Notification?</i>	<i>1</i>
<i>Opening a Shared Folder</i>	<i>2</i>
<i>Downloading files and folders</i>	<i>5</i>
<i>Downloading a Single File/Folder</i>	<i>5</i>
<i>Downloading Multiple Files/Folders</i>	<i>6</i>
<i>Understanding SharePoint’s Zip-Folder Names</i>	<i>7</i>
<i>Downloading Multiple Folders Per Day</i>	<i>7</i>
<i>Downloading Multiple Files Per Day</i>	<i>7</i>
<i>Uploading Files</i>	<i>8</i>
<i>Troubleshooting SharePoint Access</i>	<i>10</i>
<i>An Emailed Link is Not Received</i>	<i>10</i>
<i>A Shared Link is Not Available to You.....</i>	<i>11</i>
<i>Access Denied Error on Accessing a Resource.....</i>	<i>11</i>



THE STANDARD OF CARE.

OUR MISSION: Regulating nursing in the public interest.

OUR VISION: Leading in regulatory excellence.

SharePoint–Accessing Shared CNO Folders–For External Contacts, Created 2021

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ABOUT SHARED FILES AND FOLDERS

The **College of Nurses of Ontario (CNO)** uses **Microsoft SharePoint** to share files and folders online with its **external contacts**.

What is SharePoint?

SharePoint is a **Microsoft** Cloud service that allows for the sharing of files and folders. It gives Users a platform for quick, reliable, and shared access that enables enhanced interaction, and collaboration.

The service provides a secure method of sharing files across the internet. Microsoft **SharePoint** meets CNO's strict data privacy and security standards.

You **do not** need a **SharePoint** account of **your own** to open files that **CNO** shares with you.

For more information about CNO's information management and security practices, see our Privacy Policy (www.cno.org/privacy).

Awaiting a CNO Email/Notification?

When CNO shares a **SharePoint** folder with you, it will send you an email with an **Open** button.

Note:

- Email from external senders such as CNO, SharePoint, Microsoft notifications (containing Verification Codes/One-time passcodes) etc. may be **automatically** moved to the **Spam** folder by **your** email provider for cybersecurity reasons.
- If you are expecting an email/SharePoint link from CNO, but it has **not** arrived in your **Inbox**, check your **Junk/Spam** folder. If it is there, restore the email to your **Inbox**.
- Sample screenshots, simulated using Google's **Gmail** email, are provided below for your guidance—however, your personal email/screens will look different.

Caution

If you erroneously receive an email/link to a folder or contents that **should not have been shared with you**:

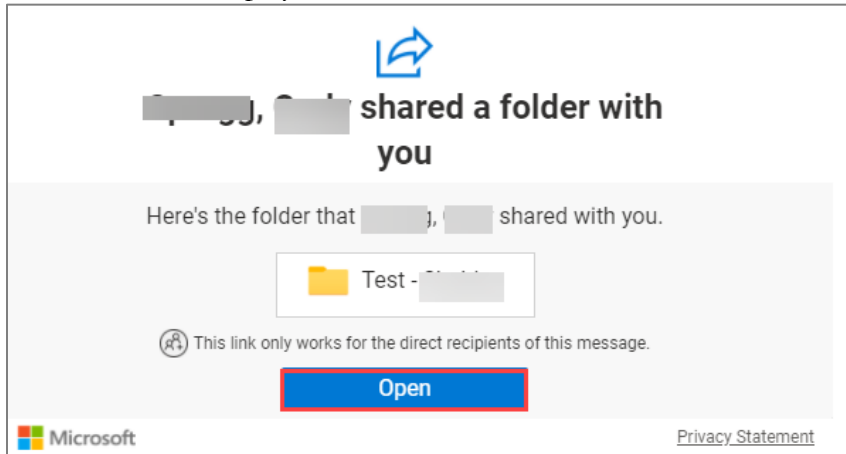
- **Do not** click the Open button in the email or open the folder.
- Notify the **Sender** at CNO as soon as possible.
- **Delete** the email from your **Inbox** and Recycle bin/**Deleted Items** folder.

OPENING A SHARED FOLDER

You will receive an email from CNO that contains a link to your **SharePoint** folder.

To access a shared folder:

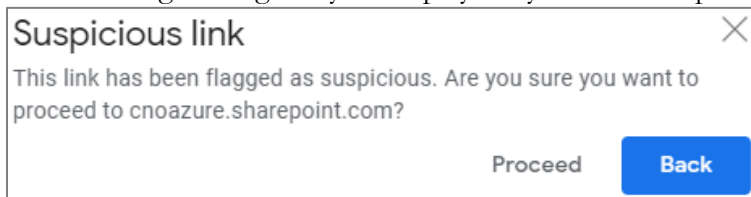
1. Open the CNO email.
 - The email is displayed.



2. Select **Open**.

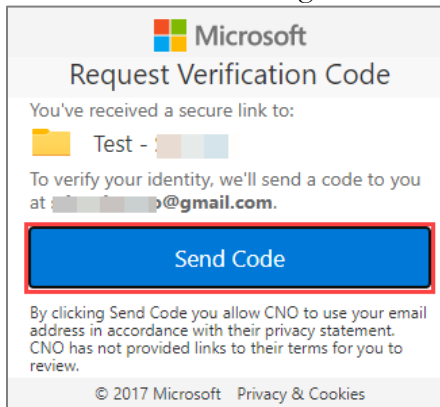
Note:

- If you are using a Microsoft email service (for example: Hotmail.com, Outlook.com, live.com, etc.) you may not be prompted for a verification code.
- A warning message may be displayed by some email providers.



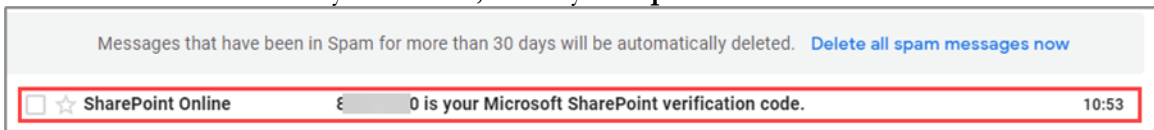
3. **Note:** If you are confident that a message/link is from a trusted source, select **Proceed**.

- The email containing a Microsoft **Request Verification Code** dialog is displayed.



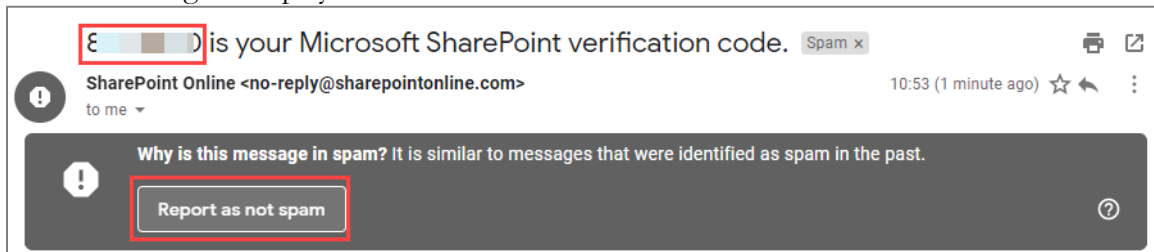
4. Select **Send Code**.

- **SharePoint** will email you a time-sensitive, one-time **Verification Code**.
- If it does not arrive in your **Inbox**, check your **Spam** folder.



5. Open the email.

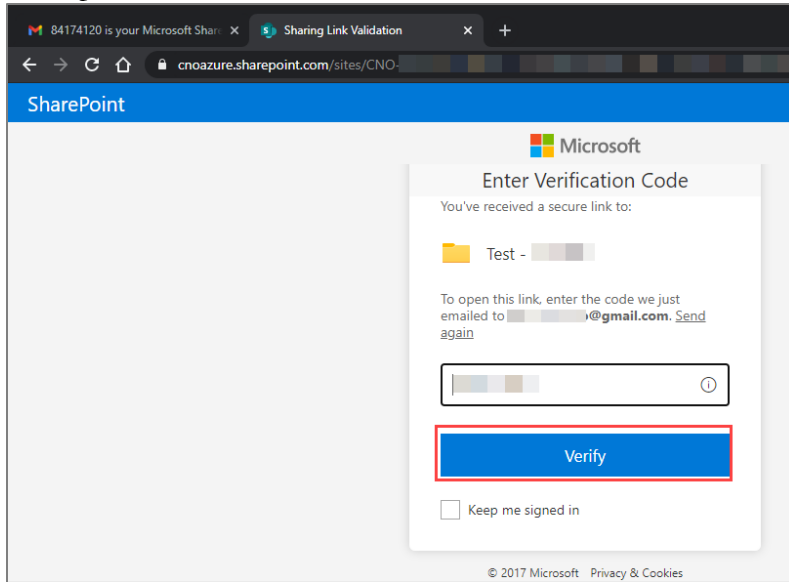
- The message is displayed.



6. **Note:** If you are confident that a message/link is from a trusted source, select **Report as not spam**.

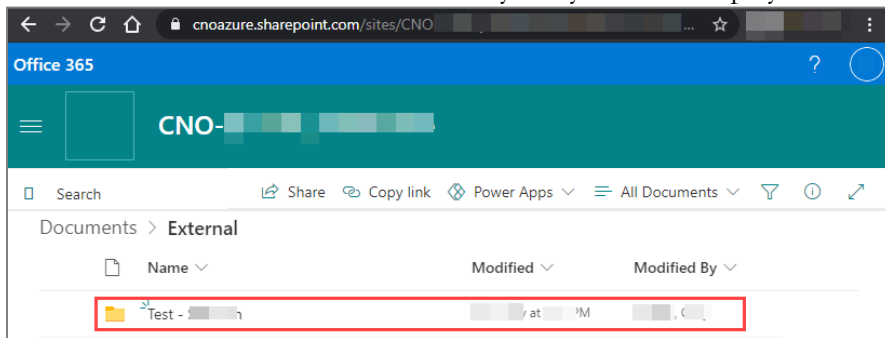
- The email will be moved/restored to your **Inbox**.
- 7. Note the **Account Verification Code number** that is displayed in the email.
- **Tip:** Some systems may **not** allow you to **copy** or **paste** a security code.

8. Input the Account Verification Code in the **Enter Verification Code** dialog.



9. Select **Verify**.

- The **SharePoint** folder shared with you by CNO is displayed in a browser.



Tip:

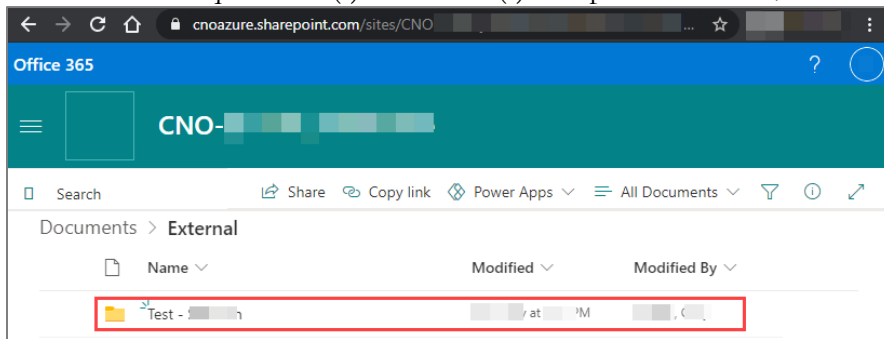
Although you can view a shared folder on a desktop/laptop or a mobile device, SharePoint folders and shared files are easier to read on a desktop/laptop device.

Note:

When you use the link to open a shared CNO folder, **SharePoint** will send an email notification **to CNO** confirming that the shared folder link has been accessed successfully.

DOWNLOADING FILES AND FOLDERS

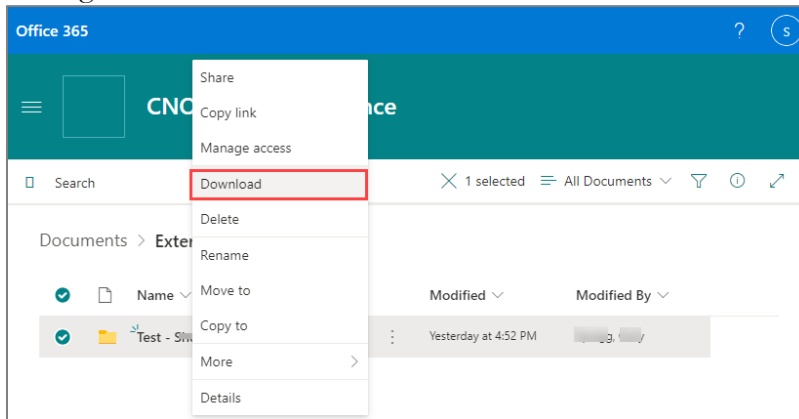
Once you have access to the **SharePoint** folder (that **CNO** has shared with you) you can download the required file(s) and folder(s) to a preferred drive/folder on your device.



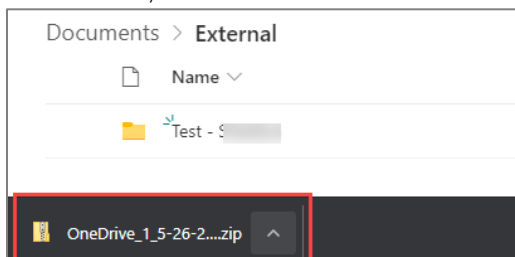
Downloading a Single File/Folder

To download a single SharePoint file/folder:

1. Right-click the file/folder.



2. Select the file/folder, as required.
 - A checkmark is displayed beside the selected file/folder.
3. Select **Download** from the pop-up menu.
 - The file/folder will be downloaded to the default **Downloads** folder on your device.

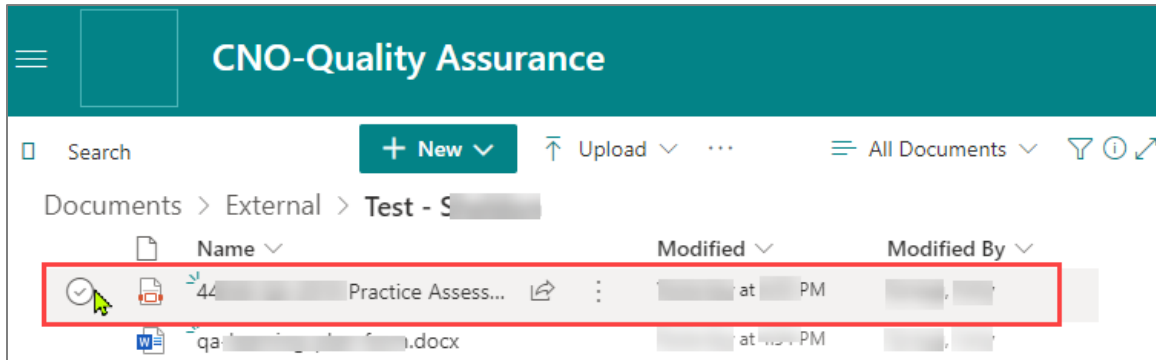


Note: If you download **multiple files** at the same time or a **folder**, SharePoint will create a **Zip** folder to contain them.

Downloading Multiple Files/Folders

To download **multiple** SharePoint files/folders at the same time:

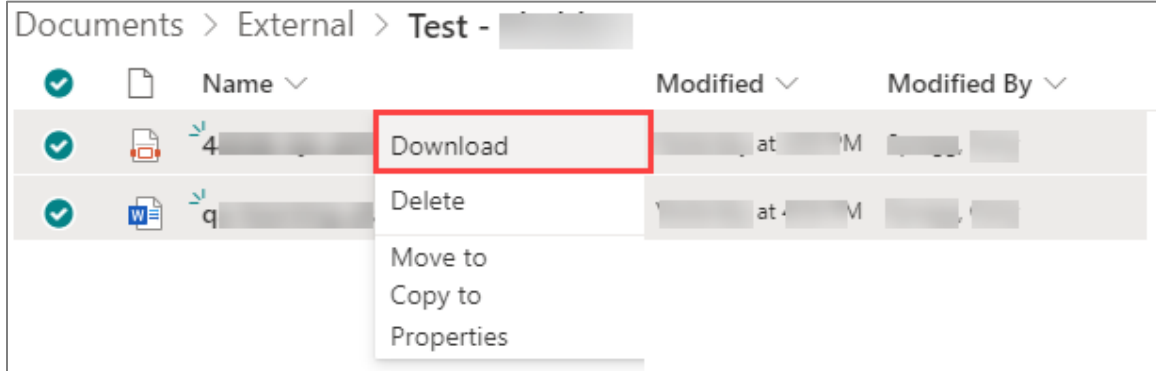
1. Hover over the files/folders.



2. Select the **circle** that is displayed to the left of each file/folder name, as required.

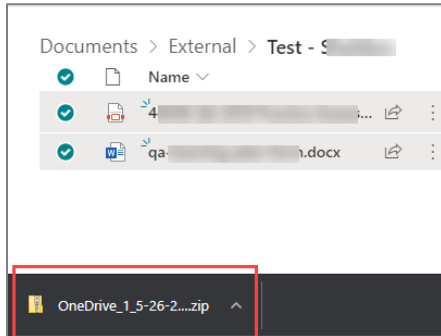
- A **checkmark** is displayed beside each selected file/folder.

3. Right-click the selected files/folders.



4. Select **Download** from the pop-up menu.

- The files/folders will be downloaded to the default **Downloads** folder on your device.



Note:

- If you download an entire **folder** or **multiple files** at the same time, **SharePoint** will create a **Zip** folder (to contain them securely).
- **SharePoint** will automatically name the **Zip** folder(s) using a certain pattern (or naming convention).
- The following section will help you to understanding this convention so you can distinguish between/manage the SharePoint Zip folders in your Downloads folder.

Understanding SharePoint's Zip-Folder Names

SharePoint automatically names Zip folders using a specific format to help you manage them easily.

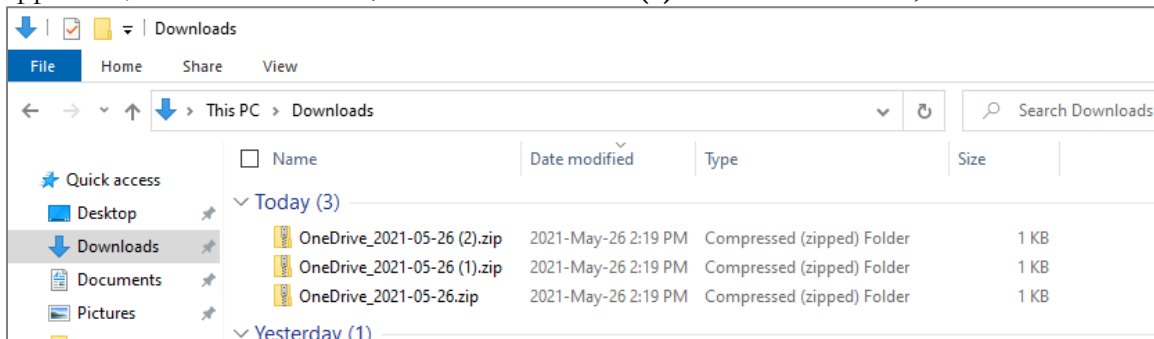
For example: OneDrive_YYYY-MM-DD.zip

- **OneDrive** is the name of Microsoft's Cloud Storage Service
- **YYYY-MM-DD** is the current date.

Downloading Multiple Folders Per Day

If you download more than one **folder** in a single day, a number in brackets at the **right end** of the Zip file name tracks the order in which the Zipped **folders** were downloaded on that day.

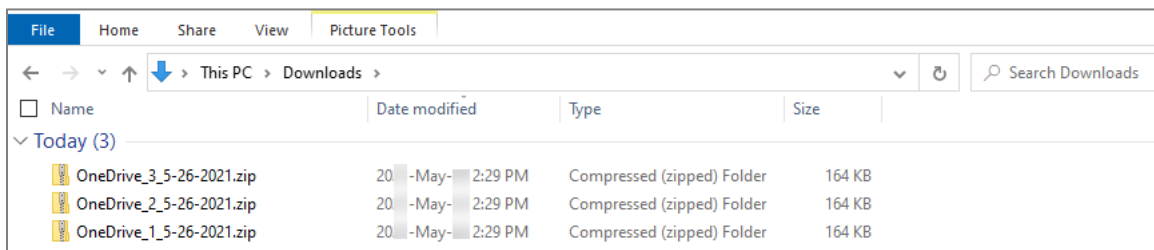
For example, the **first** Zip folder downloaded has **no number**; the **second** folder has **(1)** appended/added to the name; the **third** folder has **(2)** added to the name, etc.



Downloading Multiple Files Per Day

If you download **multiple files**, they will be in a Zip folder named **OneDrive_#_DD-MM-YYYY.zip**, where

- **#** (counter) is the number of **Zip** files that you downloaded that day
- **DD-MM-YYYY** is the current date.

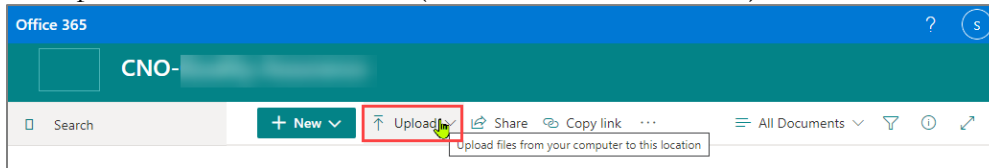


UPLOADING FILES

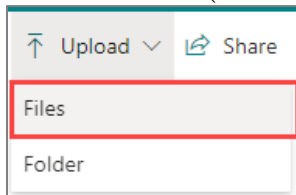
Note: If CNO provides you **Edit** access permissions to a **SharePoint** Folder, you will be able to **upload** documents and folders to that folder.

To upload a file (or folder) to a SharePoint folder:

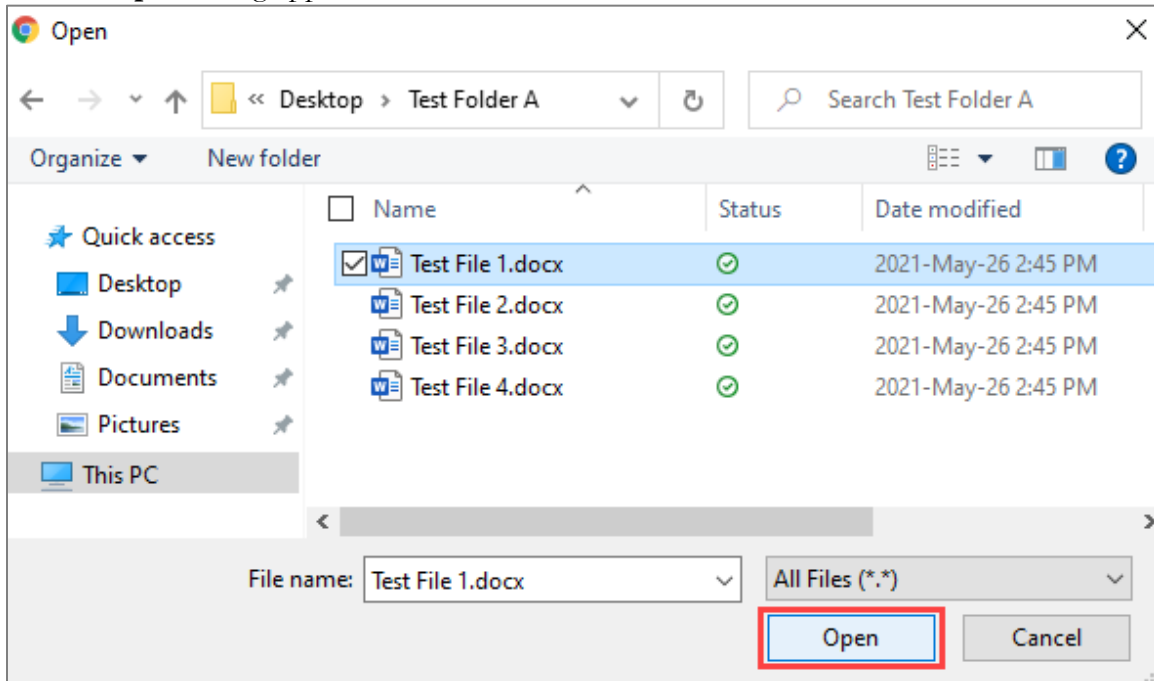
1. Open the **SharePoint** folder (See the instructions above).



2. On the toolbar at the top of the window, select **Upload**.
3. Select **Files** (or Folder).

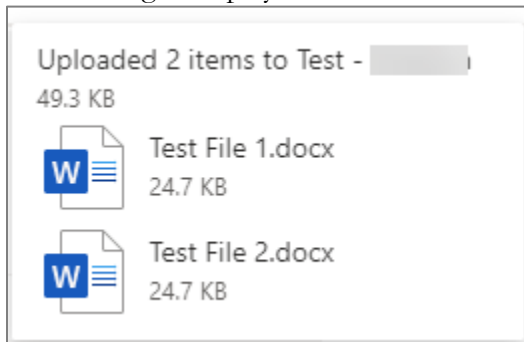


- The **Open** dialog appears.

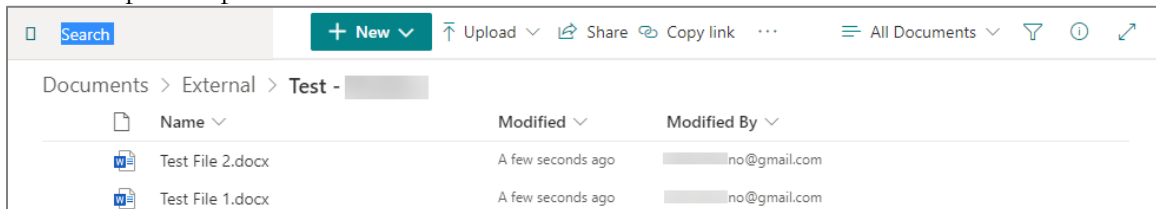


4. Select the file(s) or folder(s) to upload, as required.
5. Select **Open**.

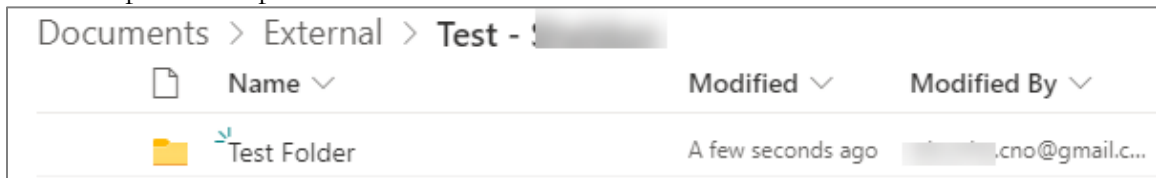
- A dialog is displayed.



- The selected file(s) are uploaded.
- Example of uploaded files.



- Example of an uploaded folder.



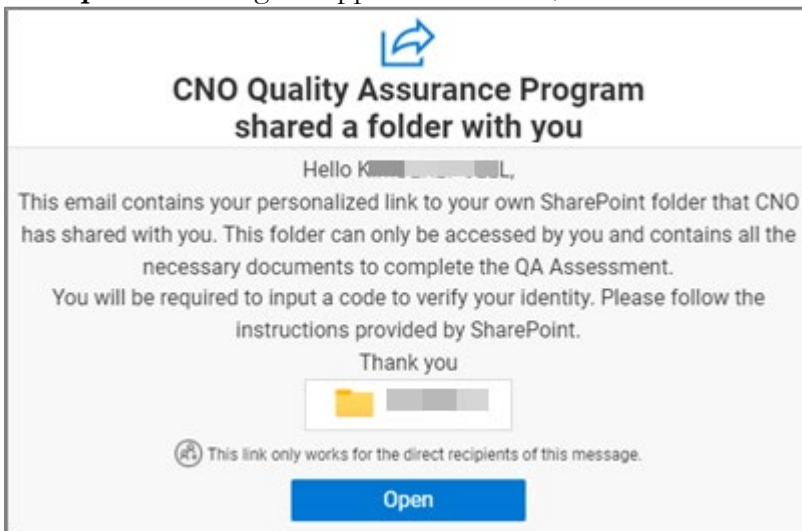
TROUBLESHOOTING SHAREPOINT ACCESS

The Emailed Link is Not Received

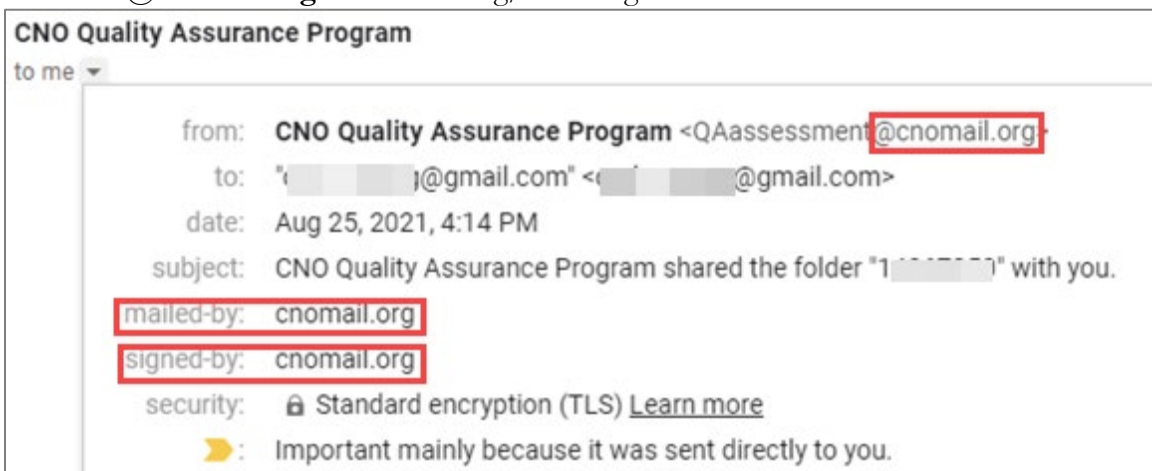
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If you are expecting an email/SharePoint link from CNO, but it has not arrived in your **Inbox**, check your Junk/Spam folder. If it is there, restore the email to your Inbox.

1. Open your Email account's **Junk/Spam** folders.
2. Search for the expected email in the folder.
- **Tip:** Search using the approximate **Date/Time** that the link was emailed to you.

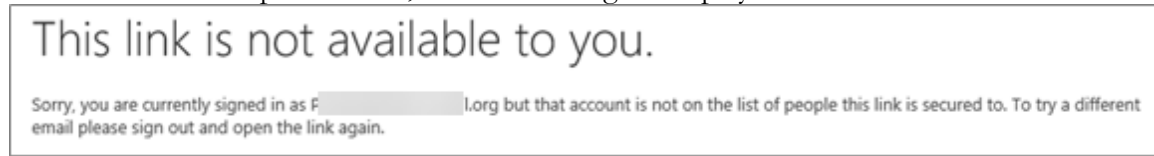


3. Follow the instructions in the email.
4. **Caution:** Review the details carefully to **verify** that the email was sent from the domain name **@cnomail.org** before clicking/accessing it.



A Shared Link is Not Available to You

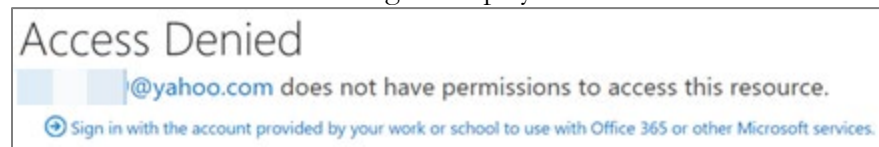
If you open a shared folder to which you **do not yet** have access permissions, or **after** CNO has removed access permissions, an error message is displayed.



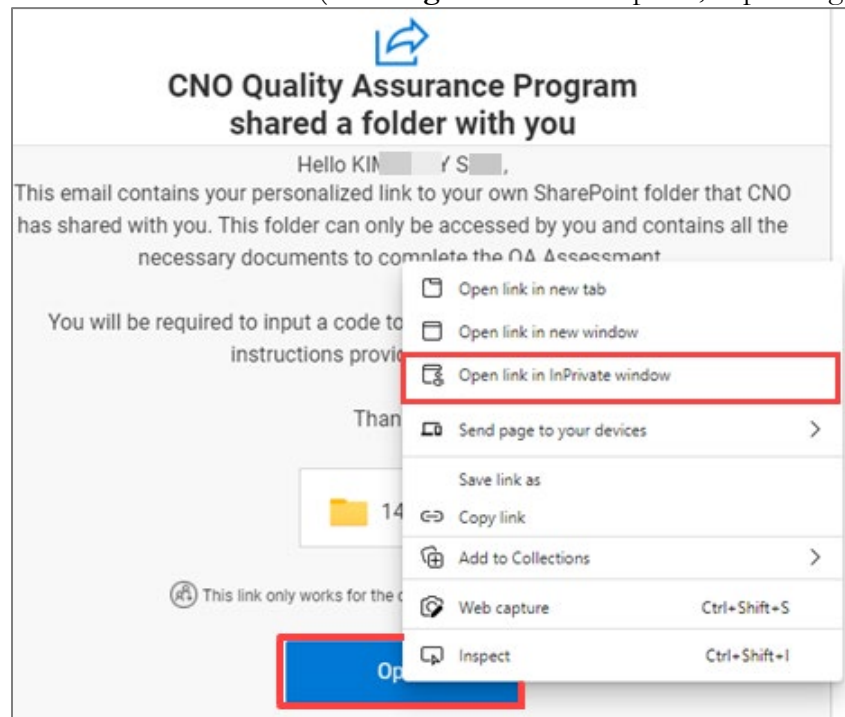
- **Tip:** If you require assistance or have questions, please contact the **Sender** at **CNO**.

Access Denied Error on Accessing a Resource

1. Click/open the link.
- An **Access Denied** message is displayed.



2. Return to the browser page.
3. Right-click **Open**.
4. Select the **InPrivate** (or **Incognito window** option, depending on your browser).



5. Select **Open**.
- The link is displayed.

Note: If you see any other error messages, or have technical difficulties, please don't hesitate to contact the Quality Assurance Team by emailing us at **QAassessment@cnomail.org**.