

Accessing a Shared Document

This guide is for external users who have received a share link to access a document in OfficeDocs. Follow these steps to open the document and complete the email verification process.

Step 1: Click the Share Link

Click the link you received by email, chat, or another communication method.

- The link opens the OfficeDocs access page
- You may be asked to verify your email before the document opens
- This helps confirm that the document is being accessed by the intended recipient

Step 2: Enter Your Email and Full Name

1. Enter your email address and full name in the field provided.
2. Use the same email address the link was intended for.
3. Click **Send Verification Code**.



Secure File Access

Verify your email to access this document

File

New Document.docx

Email

Full Name

Privacy Notice: By verifying, you agree that your name and email will be logged in the document's audit history for accountability purposes. We'll send a verification code to your email.

Send Verification Code

Step 3: Check Your Email

A verification code will be sent to your email address.

- Check your inbox for the verification message
- If you do not see it, check your spam or junk folder

- The email contains a 6-digit verification code

John Summers has shared a document with you:

File

New Document.docx

Access: view and edit

Your verification code:

V H W 2 D Q K 2

Expires in 15 minutes

Step 4: Enter the Code

1. Return to the verification page.
2. Enter the 6-digit code.



Check Your Email

We sent a verification code to

gab***@polarismail.com

Enter the 8-character code from your email

A 3 F 9 K 2 M 8

 Code expires in 15 minutes

Verify Code

Resend Code

2 attempt(s) remaining

[Wrong email? Start over](#)

3. Click **Verify**.
4. The document directly opens in your browser.

Using the Document

View-Only Access

If you have view-only access:

- You can read and move through the document
- You cannot make changes
- You may be allowed to download a copy, depending on the share settings

View and Edit Access

If you have view and edit access:

- You can make changes directly in the document
- Your changes are saved as you work
- Your activity may be associated with your verified email address

Session Duration

Your access session is usually valid for a limited period.

- You may stay signed in for a set amount of time
- If the session expires, you may need to verify your email again
- The share link itself may still work if it has not been revoked or expired

Returning to the Document

1. Use the same share link.
2. If your session is still valid, the document may open directly.
3. If your session has expired, complete the email verification step again.

Troubleshooting

Link doesn't work

- The link may have expired
- The owner may have revoked access
- The document may no longer be shared externally
- Contact the person who shared the document if you still need access

Code not received

- Check your spam folder
- Wait a moment and request a new code if the option is available
- Make sure you entered the correct email address
- Confirm that you are using the email address the link was created for

No Account Required

As an external user, you do not need to create a full account to open a shared document.

- Email verification is enough to confirm your identity
- You can access the document through the share link you received
- Your available actions depend on the permission level assigned to that link