

Email Verification Process

External users must verify their email address before accessing shared documents. This extra step helps make sure only the intended recipient can open the file.

How Verification Works

1. The external user clicks the share link.
2. They enter their email address.
3. A verification code is sent to that email.
4. They enter the code on the verification page.
5. Once verified, they can access the document.

The Verification Steps

Step 1: Enter Email and Full Name

Enter your email address and full name in the field provided.

- If the link is restricted to a specific email address, only that address will work
- Make sure you type the email correctly before continuing



Secure File Access

Verify your email to access this document

 File
New Document 2.docx

Email

your.email@example.com

Full Name

John Doe

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 2: Receive Code

A 6-digit verification code is sent to your email.

The email typically includes:

- The verification code
- Information about which document is being accessed
- Information about who shared the document



Check Your Email

We sent a verification code to
joh*@mynewdomain.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](#)

Step 3: Enter Code

Enter the code on the verification page.

- The code is valid for a limited time
- Enter it as soon as you receive it
- If the code expires, request a new one

File

New Document 2.docx

Access: view and edit

Your verification code:

8 Q Q X 3 W D M

Expires in 15 minutes

Step 4: Access Granted

After successful verification:

- The document opens in your browser
- A session is created for continued access
- You may not need to verify again right away during the same session



Verification Successful

Welcome, John Summers!

Redirecting to document...

Session Duration

Your verified session usually remains active for a period of time.

- Access may stay active for several hours or longer
- You may need to verify again later
- Closing the browser or being inactive for too long may end the session

Troubleshooting

Code Not Received

- Check your spam folder
- Confirm that your email address was entered correctly
- Wait a moment and request a new code
- Check whether your email filters blocked the message

Code Expired

- Request a new verification code
- Enter the new code promptly after receiving it

Wrong Email Error

- The link may be restricted to a specific email address
- Make sure you are using the intended recipient address
- Contact the document owner if a different email address needs access

Security Benefits

- Confirms the recipient's identity
- Helps prevent unauthorized link sharing
- Creates a record of verified access
- Connects document access to a verified email address

Re-verification

You may need to verify again when:

- Your session expires
- You open the link from a new device or browser
- Browser cookies have been cleared
- There has been a long period of inactivity

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