SharePoint Site Access

Because of the confidential and/or proprietary nature of their contents, PDE SharePoint sites are secure. Each site is owned and managed by a PDE group. For a user to access a PDE SharePoint site, an owner must grant them access to their site.

Prior to Accessing the PLS SharePoint Site

1. Create a PA Login Registration *(Note: Keystone Login accounts will not work)*

2. Email the registered users first and last name, email address, and username to RA-PLS@pa.gov and request upload access to the PLS SharePoint site.

   Notes:

   Just because you have access to one PDE SharePoint site doesn't mean you have access to the PLS SharePoint Site. You will have access to the PLS SharePoint Site only after you have registered with PA Login AND you have been granted access by staff.

   If you can't remember your PA Login username or password, visit PA Login Password Recovery. If you change your password, you will not be able to access the PLS SharePoint Site with the new password until the following day.

Accessing the PLS SharePoint Site

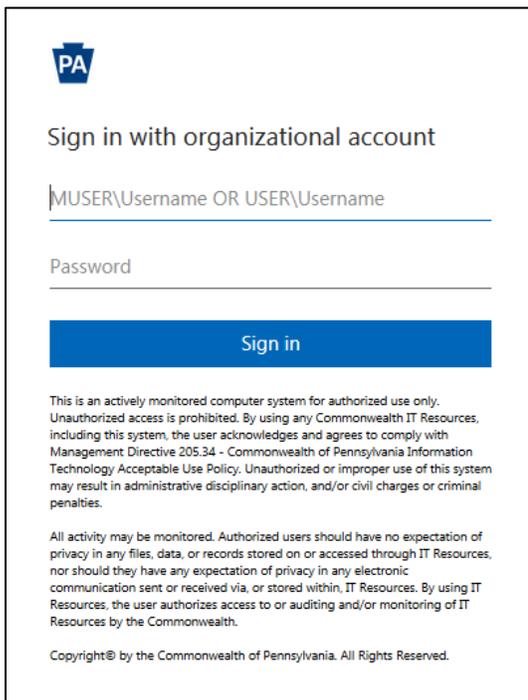<u>After you've been notified that you've been granted access</u>, follow the instructions below:

1. Click PLS SharePoint Site. *(Note: do not bookmark this page for future use, click the original link every time)*

2. Once launched, on the PA sign-in prompt, click 'Login to USER and MUSER click here'.

   Note:

   If you do not see all four login options, clear your browser's cache. DO NOT click on any login option except USER and MUSER; otherwise, you won't be able to log in.
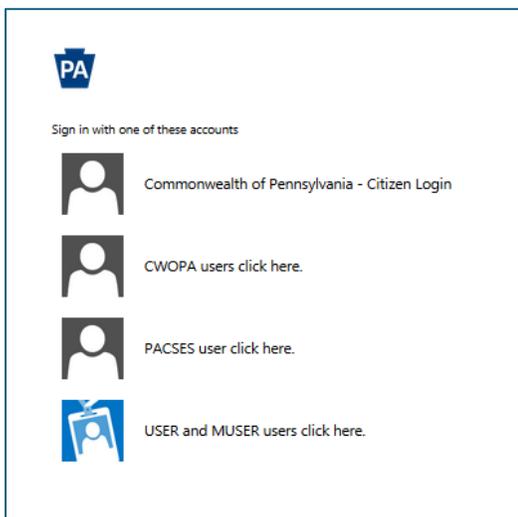
3. In Username, enter "user\your PA Login username".
   In Password, enter your PA Login password.
   Click the 'Sign In' button.

Notes:

Your PA Login username is the username you entered when you registered your PA Login.

Your PA Login username is NOT your PA Login email address.

If you can't remember your PA Login username, visit PA Login Password Recovery. If you change your password, you will not be able to access the PLS SharePoint Site with the new password until the following day.

Make sure you are using the PA Login registration associated with this SharePoint site and that you have requested and been provided access.

When entering your username, DO NOT enter the quotes; enter the information inside the quotes.

You MUST enter "user\" before your PA Login username (No quotes).

You MUST enter a backslash (\) NOT a forward slash (/) after "user" (no quotes) and before your PA Login username.

DO NOT enter ANY spaces before or after "user", the backslash (\), or your PA Login username.

DO NOT capitalize "user" (no quotes).

DO NOT include any special characters in the username.

Example, if my PA Login username is "mytestmachine", I would enter the following for the username: "user\mytestmachine" (no quotes)

Troubleshooting

Commonwealth SharePoint Login issues can almost always be resolved using the information below.

There are typically two different error messages that could appear when attempting to login:

Incorrect user ID or password. Type the correct user ID and password and try again.

> This error is generated by PA Login. The user is not precisely following the respective login process.

> On the account selection page, ensure the user is choosing 'USER and MUSER'. If selected incorrectly, the user would need to restore the login options by clearing the browser's cache and attempting to access the site again.

> In the username field, the user is not entering "user\" before the username.

> In the username field, the user is entering a forward slash (/) instead of a back slash (\).

> In the username field, the user enters spaces before or after the required information.

> The user is entering the wrong password; in which case the user will need to reset their password using PA Login Password Recovery

Sorry, this site hasn't been shared with you.

> This error is generated by SharePoint.

> The user has attempted to log into the site using a different account that doesn't have access.

> The user has logged into the site using a Keystone Login account, or a different PA Login account, that hasn't been granted access to the site.

> The user may need to clear the browser's cache and then login using the PA Login account that was granted access to the site.

> The user may be accessing a URL to which they do not have access.

> The URL for each site is different. Just because you have access to one SharePoint site doesn't mean you have access to another. Click only on the direct link provided by staff.

> The user bookmarked the login URL, which changes frequently and applies to multiple sites (most to which you do not have access). Click only on the direct link provided by staff.

> The user may be attempting to access or edit an item in the site to which they do not have access. You need to clarify with a PLS Site Owner whether you are attempting to access the site or an individual item in the site. If you are attempting to access an individual item in the site, you need to work with a PLS Site Owner.

> The user may need to access the SharePoint site from a network that does not have firewalls or other security measures preventing uploading.

> The user may need to switch operating systems (MacOS will not work).