

Following links to SharePoint – Best Practices

Note: This document is meant for those Operators who already have their own Office 365 tenant. If you experience the errors described herein, then you have your own tenant.

SharePoint is an integral part of Office 365. When you log in to the ASD's SharePoint, <https://asd2.sharepoint.com/sites/Operators>, you are logging in to the ASD's Office 365 tenant. Some Operators also have their own Office 365 tenant, also called a "subscription." For these users, you need to follow certain best practices for following links to the ASD's SharePoint to avoid errors.

SharePoint login errors usually occur when a user tries to follow a link from his/her email. They click the link, and the default browser opens and tries to visit the SharePoint site. But if you are already logged in to your Office 365 tenant, or the credentials are cached, you may see the following error:

That didn't work

We're sorry, but lyoung@tnasd.org can't be found in the asd2.sharepoint.com directory. Please try again later, while we try to automatically fix this for you.

Here are a few ideas:

- ➔ [Click here to sign in with a different account to this site.](#)
This will sign you out of all other Office 365 services that you're signed into at this time.
- ➔ If you're using this account on another site and don't want to sign out, start your browser in Private Browsing mode for this site ([show me how](#)).

If that doesn't help, contact your support team and include these technical details:

Correlation ID: fb44799d-30de-3000-97cb-11e242b47d11
Date and Time: 5/5/2016 11:16:46 AM
URL: <https://asd2.sharepoint.com/sites/operators>
User: lyoung@tnasd.org
Issue Type: User not in directory.

Let's take a closer look at the above error. I attempted to follow a link from my email and log in to the ASD's old SharePoint tenant, <https://tnasd.sharepoint.com>. lyoung@tnasd.org is my username for this tenant.

Here's the crux of this error: I was already logged in to the ASD's new tenant, asd2.sharepoint.com. Thus, lyoung@tnasd.org will never be found in this tenant, and I will never be able to access the resource I am looking for.

There are two quick ways to fix this error. Under the heading "a few ideas," you can follow the link "Click here to sign in with a different account to this site." This will log you out of your current Office 365 tenant and allow you to log in to the proper tenant. This will allow you to follow the link without error.

A better way to fix this error is to avoid it completely. Simply right click on the link sent to you, then copy and paste it in another browser. For example, if your default browser is Chrome, where you are logged in or always log in to your current Office 365 tenant, then copy and paste the ASD link in Firefox, Internet Explorer, Safari, or, if you have Windows 10, Edge. Just copy and paste in another browser and you won't have to worry about errors that occur when Office 365 tenants conflict.