SharePoint: FAQs

Q: How to log into SharePoint for the first time users including HSC users?

A: Please select Organizational Account when you want to log in for the first time and select add user and login with your @mail email. Your username is the same as your MyID username. Please refer to https://wvu.teamdynamix.com/TDClient/KB/ArticleDet?ID=13469 if you have problem setting up your username.

Q: When I try to log into SharePoint, the log-in box keeps popping back up. What do I do?

A: You must always use your full @mail email to log in. Your username is the same as your MyID username. For instance, if your username is jasmith, type **jasmith@mail.wvu.edu** in the username field. Contact Facilities Planning and Scheduling if you continue to run into issues.

Q: I am using my correct username and password, but SharePoint won't allow me to log-in. What do I need to do?

A: Contact Facilities Planning and Scheduling. Occasionally after you have changed your username and password, SharePoint will change your permissions. FPS will check to make sure that you have permission to enter the main SharePoint website and individual subject code folders.

Q: When I try to log into SharePoint, the page is blank and continues to unsuccessfully attempt to load. What is wrong?

A: This is a SharePoint automatic response to when the MyID password has been entered incorrectly three times. Since SharePoint is on the AD server, if a user has entered their MyID password incorrectly anywhere else, this counts toward the SharePoint password. For example, you enter it incorrectly once in the morning when you log in, once when trying to use the WebViewer request, and one when logging into SharePoint, that will count as three times and the password will need reset. <u>http://myid.wvu.edu</u>

Q: Why do I always have to re-enter my username and password to open a document?

A: SharePoint is a secure server – the program is designed to protect all of its content. However, you may be able to avoid multiple log-ins by adding the SharePoint website to the Local Intranet sites on your IE security settings. This will allow you to still have the check-out option while reducing the number of time you have to log-in.

- 1. Open IE.
- 2. Go to Tools. Select Internet Options.
- 3. Select the Security tab.

- Click the Trusted sites icon. Click the Sites... button. Delete : <u>https://westvirginiauniversity.sharepoint.com/sites/Scheduling/default.aspx</u> if it is listed. Click OK.
- Click the Local intranet icon. Click the Sites... button. Click the Advanced... button. Add : <u>https://westvirginiauniversity.sharepoint.com/sites/Scheduling/default.aspx</u>. Click Add. Click OK. Click OK again. Click OK again.

Q: Why does it not accept my MyID password when I used it to log on my computer correctly this morning?

A: You might have saved your SharePoint password in the log-in box but your password has been changed since you saved it. Try retyping your MyID password instead of using the saved password. Remember, if you use the incorrect password three times, it will lock the password. Then you need to reset your MyID password at http://myid.wvu.edu

Q: How do I upload completed forms onto SharePoint?

A: Please refer to the Abbreviated Form Instructions.

Q: During normal working hours, SharePoint runs very slowly. What's going on?

A: Most departments are connected to the main WVU server, which can handle excess demand at once without reducing internet speed. However, some departments use their own server (Math, Engineering, etc.). These servers may not be designed to handle excess demand at one time and therefore tend to get "bogged down".

You could try accessing SharePoint from home or during off-hours. You could also e-mail certain forms to <u>scheduling@mail.wvu.edu</u> – as long as there are no WVU IDs listed on the form.

Q: Can I access SharePoint from home?

A: You can now access the SharePoint site from a remote computer though you will still need to authenticate in with the initial log in of your MyID and password.