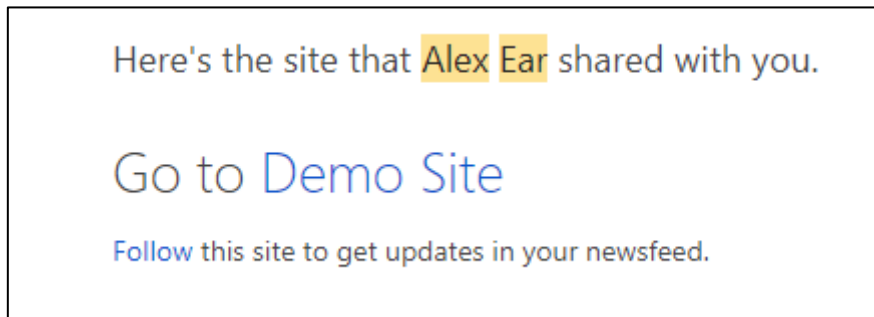


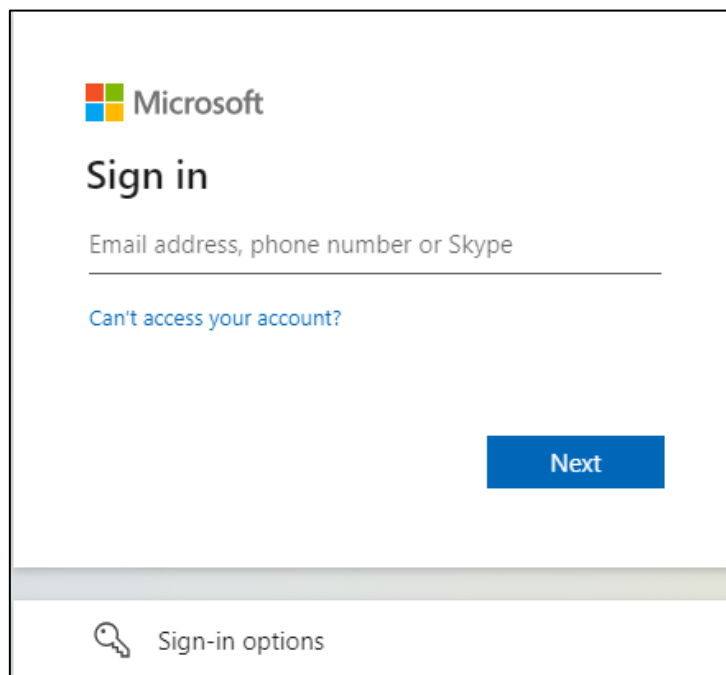
## How to Access the SharePoint HR Portal

[Click here for a list of Frequently Asked Questions](#)

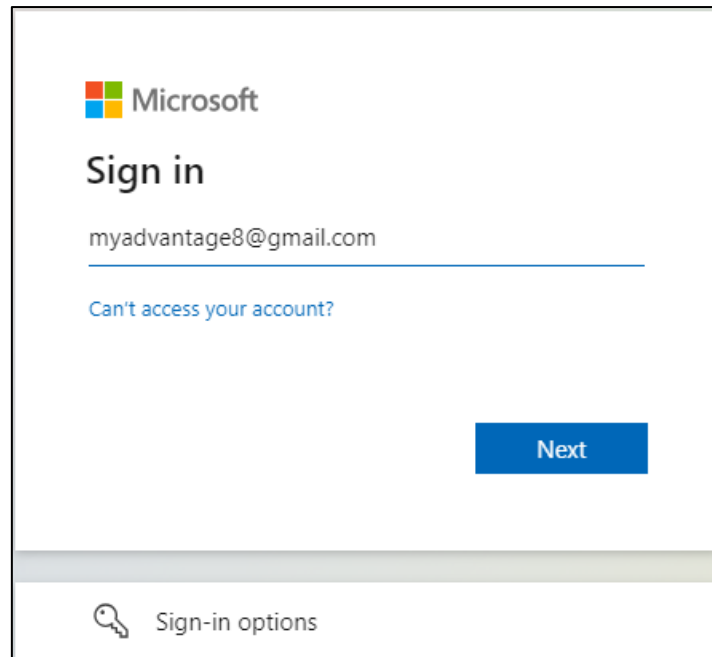
1. You will first need to contact the main office/membership team to request access to the SharePoint Site.
2. Shortly after you make a request, an invitation link would be sent to your email. *Note: If you do not see the email, please check your junk/spam folder.*
3. Once you have opened the email, click on the link.



4. Once you have clicked the link, you will be redirected to the Microsoft Login Page.

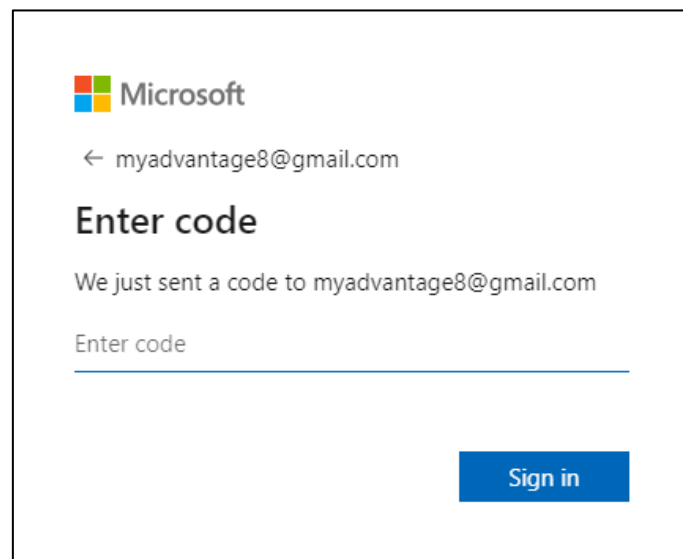


5. Enter the email address that received the invitation to the SharePoint HR Portal. *Please note that you do not specifically need a Microsoft/Outlook account to access the Site.*



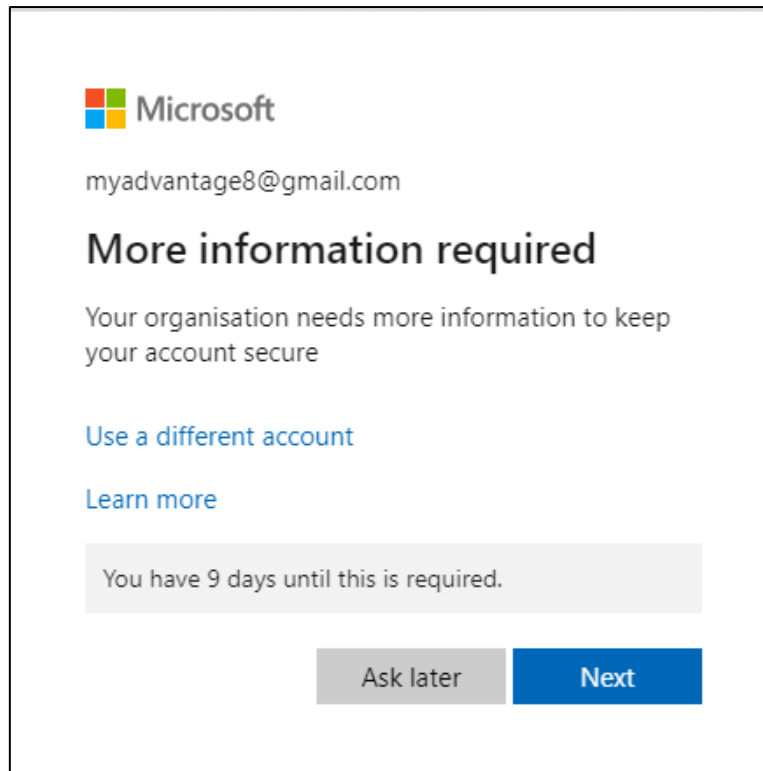
The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the email address "myadvantage8@gmail.com" is entered into a text field. Below the text field is a blue link that says "Can't access your account?". To the right of the text field is a blue button labeled "Next". At the bottom of the page, there is a grey bar with a key icon and the text "Sign-in options".

6. Once you select "Next", an account verification code will be sent to your email.

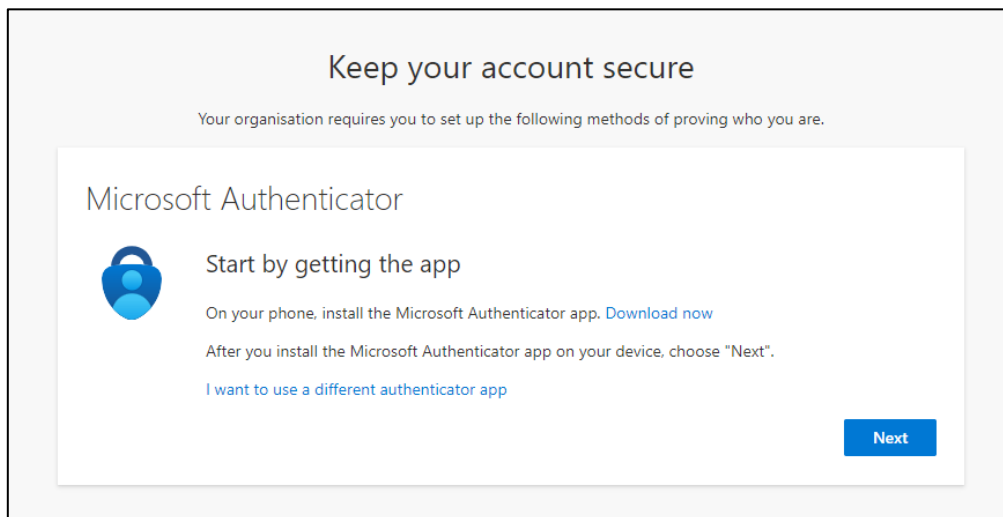


The image shows a Microsoft "Enter code" screen. At the top left is the Microsoft logo. Below it, the text "Enter code" is displayed in a large, bold font. Underneath, the email address "myadvantage8@gmail.com" is shown with a back arrow to its left. Below the email address is the text "We just sent a code to myadvantage8@gmail.com". Underneath that is a text field with the placeholder text "Enter code". To the right of the text field is a blue button labeled "Sign in".

7. Enter the code you received in your email inbox and click "Sign in".
8. Microsoft may request for you to set up two-factor authentication to keep your account secure.



9. You can either skip this altogether by selecting 'Ask later', or select "Next" to complete now (if you skip this, it will still need to be completed within a set time frame). In this example, we will select "Next".
10. You will then be redirected to the Microsoft Authenticator Page to set up two factor authentication.



11. You will need to download the authenticator app on your mobile device and follow the prompts as usual.
12. Once complete, you will be redirected to the site.

## Frequently Asked Questions

### 1. How can I navigate throughout the HR Portal?

See our guide on *How to Navigate and Download Resources*.

### 2. How do I download resources on the HR Portal?

See our guide on *How to Navigate and Download Resources*.

### 3. Can I have multiple email addresses registered to access the HR portal as part of my membership?

By default, your access to the HR portal will be granted based on the main email address that is associated with your membership. If you would like to add additional email addresses, please contact the Lifeline head office.

### 4. What do I do if my email address has changed?

Members can contact the head office at Lifeline to update their details and ensure that the SharePoint HR Portal has been shared with their most current email address, and that any access to a non-current email address is removed.

### 5. I have been prompted to agree to the Microsoft Services Agreement when accessing the SharePoint HR Portal. What does this mean?

Any use of a Microsoft product or service, including use of a SharePoint site, is on the basis of the user agreeing to the Microsoft Services Agreement. This outlines the terms and conditions for use of the service. Users of the SharePoint HR Portal can read the specific terms and conditions of the Microsoft Services Agreement online.

### 6. What happens if I don't set up and download the Microsoft Authenticator app?

When the site is first shared with you, you will be given the option to download the Microsoft Authenticator app within a certain number of days. If you select 'Ask later', you can access the SharePoint HR Portal without setting up multi-factor authentication. However, it is recommended to set this up as soon as practicable, to provide an additional layer of security when accessing the HR Portal.

Once the stated time period has lapsed, you will not be able to access the HR Portal until you have set up multi-factor authentication.

**7. I have tried to access the HR Portal but am receiving an error message which says “Sorry, but we’re having trouble with signing you in”. What can I do?**

This can happen when the webpage is reloaded or if you have pressed the ‘Back’ button on your browser during the sign-in process. To address this issue, close any tabs that you have previously opened to access the HR Portal. Return to your email inbox and click the link shared with you to open the HR Portal. This should open in a new tab and the process to access the HR Portal should continue as per the steps above.

If this does not address the issue, try clearing the cookies in your internet browser and repeating these steps in the paragraph above.