

What is SharePoint Online?

SharePoint Online is a Microsoft collaboration platform that gives the ability for groups of people with a common interest or goal to store, organize, and share data and easily communicate with each other.

What is a SharePoint site?

A SharePoint Online site is an area that has been established for a specific group of people to centrally store, organize, and share their data as well as communicate with each other. This site is managed by a trained person called Site Leader who is responsible for the configuration and granting permissions to the site. Examples of sites: Team, Project, Community, Blog, and Wiki

What is the difference between SharePoint Online and OneDrive for Business?

SharePoint Online gives you and your team the ability to store and share documents in the Cloud and communicate with each other online. This is especially useful if team members are in different units and departments - or are external partners.

OneDrive for Business is **your** storage location in the Cloud for documents related to City business - like a "Cloud Cousin" of your Home Drive. Users can share files and directories with others, in accordance with the City Acceptable Use Policy.

Can I access SharePoint and/or OneDrive for Business from home?

Yes, if **permitted by your job description**. Login with your city email address and password. **IMPORTANT!** Do not download any City business content on your personal computer at home. **Work on your City business in your browser**. This protects the security of proprietary City business and protects you because your personal device becomes subject to public disclosure if you download City documents on your home computer.

How do I save a document to SharePoint Online?

1. First, place SharePoint in your Favorites:
 - a. in SharePoint Online, click the Library Tab near the top left to open the Library Tool Bar.
 - b. Click Open with Windows Explorer and when Explorer opens, right click Favorites and select Add Current Location to Favorites. Please note this does not work in Google Chrome.
2. Next, go to File>Save As>OneDrive – City of Seattle>Click Browse.
3. Scroll up to Favorites and select SharePoint.
4. Click Save.

You can also Drag & Drop in Windows Explorer as you have done with your network drives, or Drag & Drop using your internet browser (IE 10 or newer).

Can I share documents or folders with employees and partners outside the City?

Yes.

Please Note: If you need to share documents with partners outside the City, please contact your Department's SharePoint Administrator to point you to your Department's designated area for sharing externally

Here are the different types of sharing: -

- **Share a Site:** Your Site Leader can add them to a permissions group to grant access to all site content.

- **Share a Document Library:** Click Share from a Document Library and enter the email address of the employees and external partner.
- **Share a Document:** Click to the left of the document to select and click share. Enter the email address of the employees and external partner.

What does Sync mean?

In SharePoint Online, Sync is where the **contents of a Document Library** is copied to a computer and the contents are updated back and forth between your computer on the local drive and the Cloud. You can't sync a single document, you can only Sync Document Libraries.

What is an "app" in SharePoint Online?

An "App" is a list or library on a SharePoint Online site. For example, calendar, document library, task list, etc.

Can I add apps to my SharePoint Online Team Site?

Team Sites can be customized by request to your Site Leader or Site Collection Administrator. See below for a list of Administrators

How can I tailor my personal settings in SharePoint Online?

Click the down arrow next to your name, click My Settings.

- Click on your name > About Me. Then click on "edit your profile"
 - This lets you update your profile info and edit your sharing settings.
- Click on the gear > Office 365 Settings
 - Lets you change the Theme for your OneDrive for Business
 - Lets you select the starting page when logging in from mysite.seattle.gov
 - Also lets you download software (Note: City employees cannot install software on work PCs. Installing on personal devices may expose device to public disclosure.)

When I open a document in SharePoint Online, it opens in "full" Word. But when my coworker opens a document, it opens in Word Online. Why?

Opening documents in Office Online is the default behavior on a Document Library. Site Leaders can change the setting on the document library to open on the desktop by default.

Opening Documents in the Browser

Specify whether browser-enabled documents should be opened in the client or browser by default when a user clicks on them. If the client application is unavailable, the document will always be opened in the browser.

Default open behavior for browser-enabled documents:

- Open in the client application
- Open in the browser
- Use the server default (Open in the browser)

When I open a document in SharePoint Online it looks strange and I can't edit it.

Documents open in "Read Only" mode. Click **Edit Document** at the top of the page to open in full Word.

I've heard you can access SharePoint Online files in Windows Explorer. Is that true?

Yes. While in SharePoint Online, click the Library Tab near the top left to open the Library Tool Bar. Click Open with Windows Explorer and when explorer opens, right click Favorites and select Add Current Location to Favorites. **Please note this only works in Internet Explorer.**

What browsers are supported?

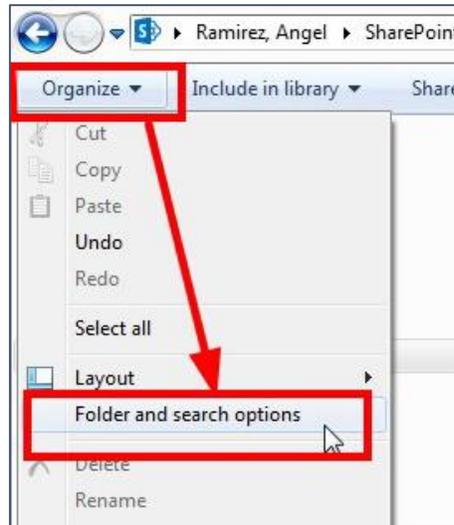
We recommend using Internet Explorer (version 10 or 11) for full functionality. SharePoint Online is designed to work with the current or immediately previous version of commonly used web browsers, such as Google Chrome, Mozilla Firefox, and Apple Safari.

How can I move files between folders in a SharePoint Online Document Library?

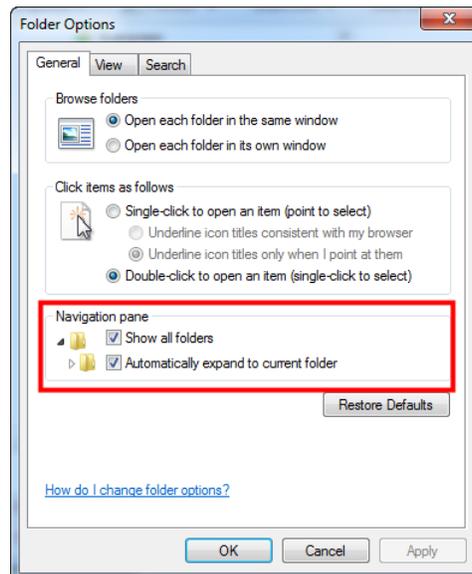
You can move files in Windows Explorer.

I want to Drag and Drop a Folder to another location but I don't see the full Folder structure. How do I expand Folders?

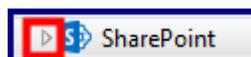
- In Windows Explorer, click **Organize > Folder and search options**



- In Folder Options, click **Show all folders and Automatically expand to current folder. Click apply and OK**



- Now you can click the **Caret** to expand **SharePoint**



I can't find the Recycle Bin. Where is it hiding?

Go to your OneDrive and click on "Recycle Bin" on your left navigation. The retention period is 93 days. Contact your Site Leader for help recovering files from a site document library.

I deleted a file from a Document Library in SharePoint Online. How do I get it back?

Go to the Recycle Bin, check the box next to the file name and click Restore Selection. The retention period is 93 days. After 93 days, your file cannot be restored.

I received an email that states: (xxxx,xxxx) has invited you to '(xxxxxx xxxx xxxxx)'. What is this and what do I do with it?

When someone creates a collaboration (team, project, community) site in SharePoint, they have the ability to add user permission for users that will need to be able to access/utilize the site. The email you received is the notification sent to inform you that you have been granted permissions to access the collaboration site (team, project, community).

What do I need to do if I want a SharePoint site?

Fill out and submit this [Site Request Form](#)

Who is my department SharePoint Administrator?

[Site Collection Administrators](#)

Name	Department
Ramirez, Angel	DIT/DIT Supported
Robinson, Ann	DON
Obuck, Sandra	DOT
Wiggins, Jim	DOT
Schell, Ken	DPD
Balbuena, Ivan	FAS
Green, Tami	FAS
Doke, John	HSD
McDonald, TJ	OEM
Anderson, Sherri	OFH
Patton, Doug	PKS
Thompson, Matt	PKS
Bruskland, Arne	SCL
Battaglia, Adam	SDHR
Ragazzi, Chris	SFD
Anderson, KathyB	SPU
Braman, Tom	SPU

Can I upload all file types to a SharePoint list or document library?

There are certain types of files that you cannot upload to a SharePoint list or library. Basically, SharePoint Online blocks any files that are designed to execute code on a web server and/or from a browser. Click [here](#) to view the list of blocked file types for SharePoint Online.

Can I access SharePoint Online on my City cell phone?

Yes.

1. Open a Web Browser
2. Go to <http://mysite.seattle.gov>
3. Enter your email address and password
4. Click the SharePoint button.