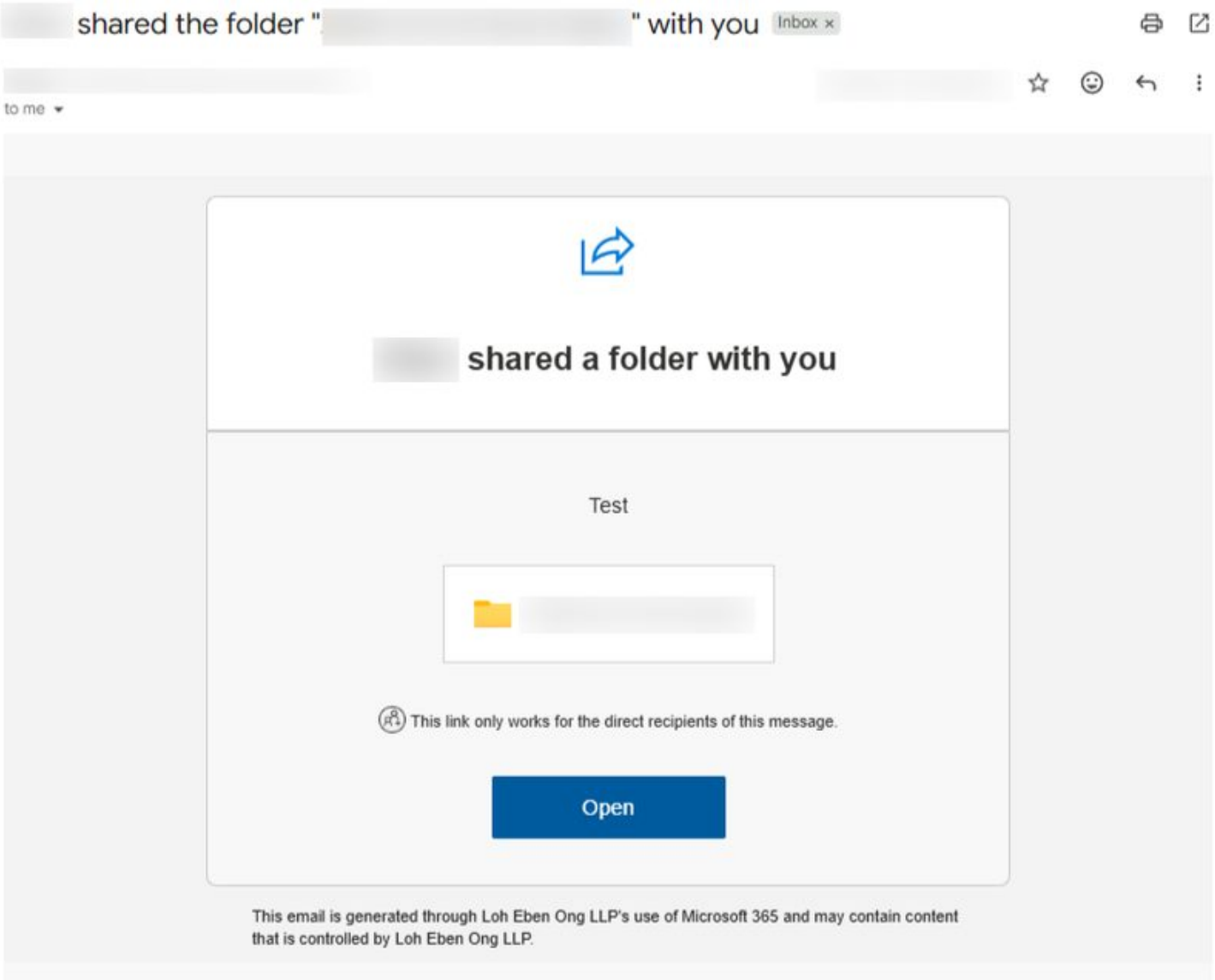
How to Open a Secure SharePoint Link

LAW.com.sg · https://help.law.com.sg/faq/how-to-open-secure-sharepoint-link/

If you have received an email from Loh Eben Ong LLP containing a link to a shared document or folder, this guide explains how to **open a secure SharePoint link** and access your files. The link uses Microsoft's email verification system, which ensures that only the intended recipient can view the shared documents.



You will receive an email similar to this, notifying you that a folder or file has been shared with you.

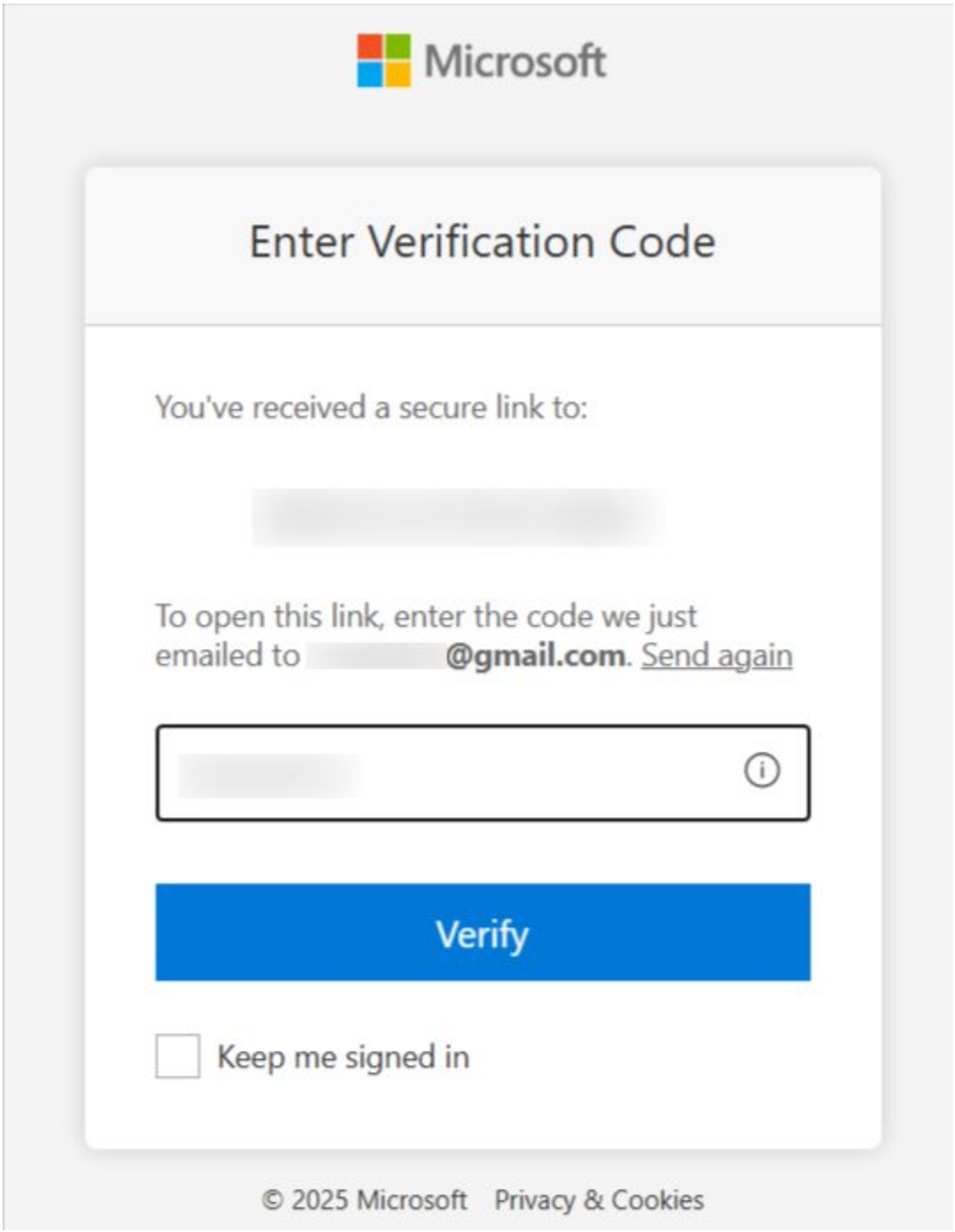
Step-by-Step: How to Open the Secure Link

Step 1: Click the Link in Your Email

Open the email from Loh Eben Ong LLP and click the **“Open”** button. This will take you to Microsoft’s secure verification page. The link only works for the email address to which it was sent, so make sure you are using the correct email account.

Step 2: Enter Your Email Address

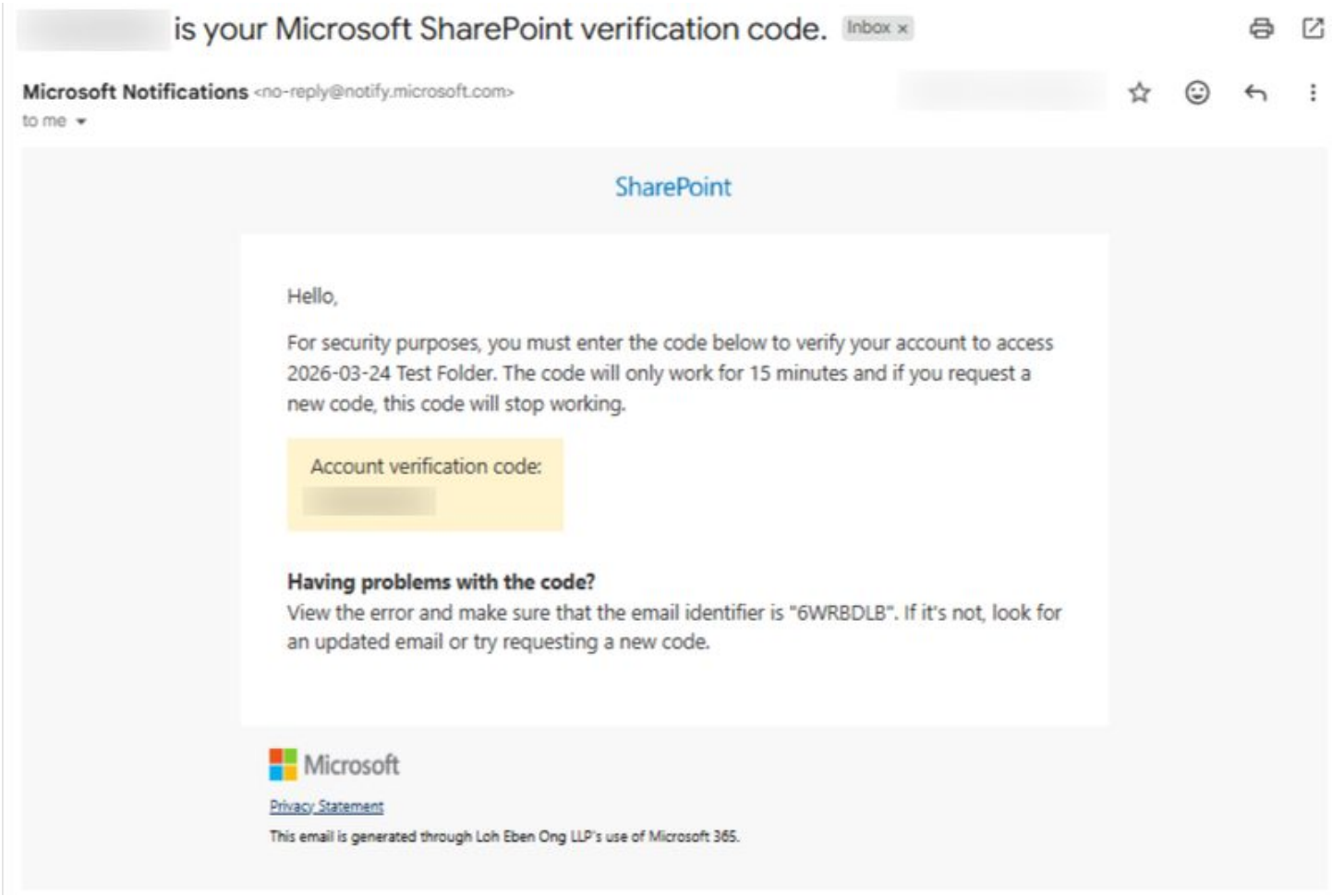
On the verification page, you will be asked to confirm your identity. Microsoft will display the email address to which the link was sent. A **one-time verification code** will be sent to that email address. Click **“Send Code”** or wait for it to be sent automatically.



The Microsoft verification page where you enter your one-time code.

Step 3: Retrieve Your Verification Code

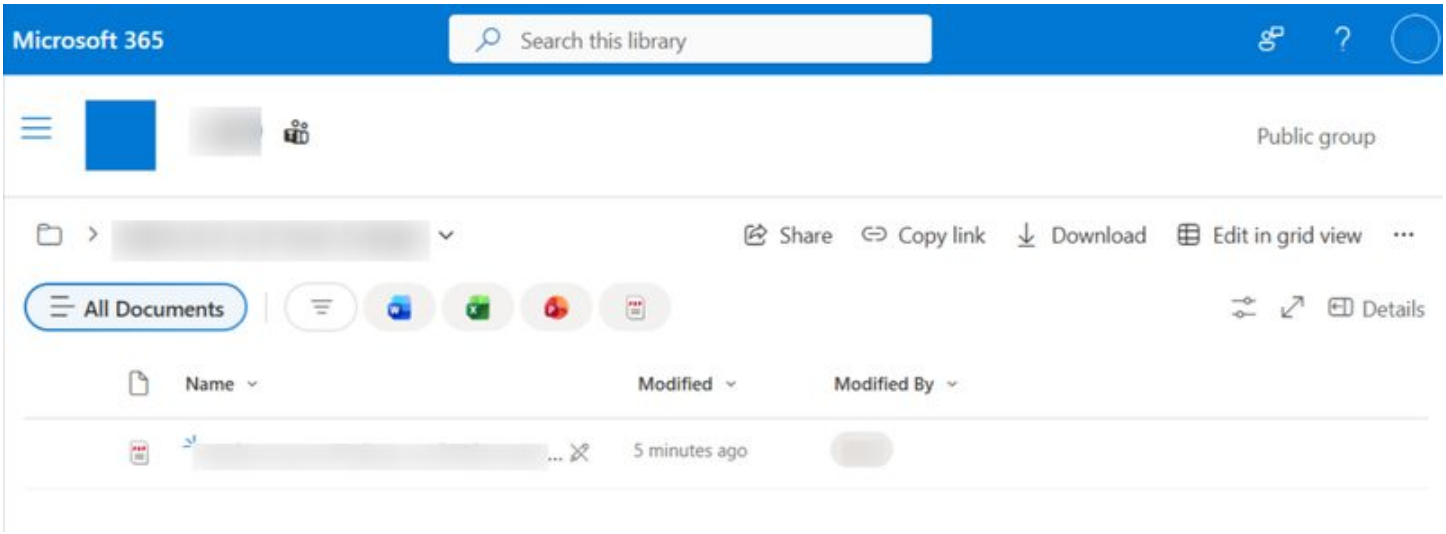
Check your email inbox for a message from **Microsoft Notifications (no-reply@notify.microsoft.com)**. The subject line will read: *"[Code] is your Microsoft SharePoint verification code."* Open the email and note the verification code. The code is valid for **15 minutes**.



The email from Microsoft containing your one-time verification code.

Step 4: Enter the Code and Access Your Documents

Return to the Microsoft verification page and enter the code. Click **“Verify”**. You may also tick **“Keep me signed in”** if you wish to avoid re-entering a code on future visits. Once verified, you will be taken directly to the shared document or folder.



After verification, you will see the shared documents in the SharePoint library.

Frequently Asked Questions

Why do I need a verification code?

The verification code is a security measure used by Microsoft to ensure that only the intended recipient can open the shared file or folder. When Loh Eben Ong LLP sends you a secure SharePoint link, Microsoft requires you to verify your email address before granting access. This prevents unauthorised persons from viewing confidential documents, even if the link is accidentally forwarded.

How long does the verification code last?

Each verification code is valid for 15 minutes from the time it is sent. If your code has expired, return to the verification page and click “Send again” to request a new code. The previous code will no longer work once a new code has been issued.

How long does the shared link last?

Our secure links usually expire after 7 days, unless we inform you otherwise. If your link has expired, please contact our office and we will send you a new link. The expiry period is a security measure to ensure that access to your documents does not remain open indefinitely.

What if I do not receive the verification code?

If you do not receive the verification code within a few minutes, please take the following steps. First, check your Junk or Spam folder, as the email from Microsoft Notifications may have been filtered. Second, wait at least one to two minutes, as there may be a short delay in delivery. Third, click “Send again” on the verification page to request a new code. If you still do not receive the code after trying these steps, please contact our office for assistance.

What if the secure link does not open?

If the link does not open or you see an error message, this may be because the link has expired, you are using a different email address from the one the link was sent to, or there is a browser compatibility issue. Try opening the link in a different browser such as Google Chrome or Microsoft Edge. If the problem persists, please contact our office and we will resend the link to your correct email address.

Can I forward the shared link to someone else?

No. The link is intended only for the specific email address to which it was sent. If you forward the link to another person, they will not be able to open it because Microsoft's verification system will reject any email address that does not match the original recipient. If another person needs access to the documents, please let our office know and we will send them a separate secure link.

Can I download the files?

In most cases, yes. Once you have verified your identity and accessed the shared folder, you will be able to view and download the documents. In some instances, we may restrict downloads for particularly sensitive documents. If you are unable to download a file that you need, please contact our office.

What is a Client Shared Folder?

A Client Shared Folder is a secure folder on our SharePoint system that contains documents relevant to your matter. Instead of sending documents as email attachments, we share them through this secure folder. This means you have a single link to access all your documents, and any new documents we add to the folder will automatically be available to you through the same link.

What is a Client Upload Folder?

A Client Upload Folder is a secure folder that allows you to upload documents to our office. We may ask you to upload identification documents, signed forms, or other materials using a separate secure link. You will only be able to upload files into this folder; you will not be able to see or access any other files in our system.

Need help?

If you experience any difficulty opening a secure SharePoint link or accessing your documents, please contact Loh Eben Ong LLP at online@law.com.sg or call us at +65 6338 1810. We will be happy to assist you.