



2024

OneDrive: Document Sharing

CUSTOMER LEARNING GUIDE

Contents

What is OneDrive?	2
Why OneDrive?	2
Sending a file through OneDrive.....	2
Confirmation of Upload	7
Receiving a file through OneDrive	7
Troubleshooting	12
Access Denied Error When Opening a Shared Document	12
Link Expiration Error.....	12

OneDrive: Document Sharing

Purpose	This learning guide provides information about Microsoft OneDrive, how to send files to WaterStone Bank through OneDrive, and how to receive files from WaterStone Bank through OneDrive.
---------	---

What is OneDrive?

OneDrive is Microsoft's Cloud-based data sharing and storage solution. Although you can store documents in OneDrive, it is not intended as a storage space for documents. WaterStone Bank utilizes this tool specifically to transfer large files and documents with intended recipients.



Why OneDrive?

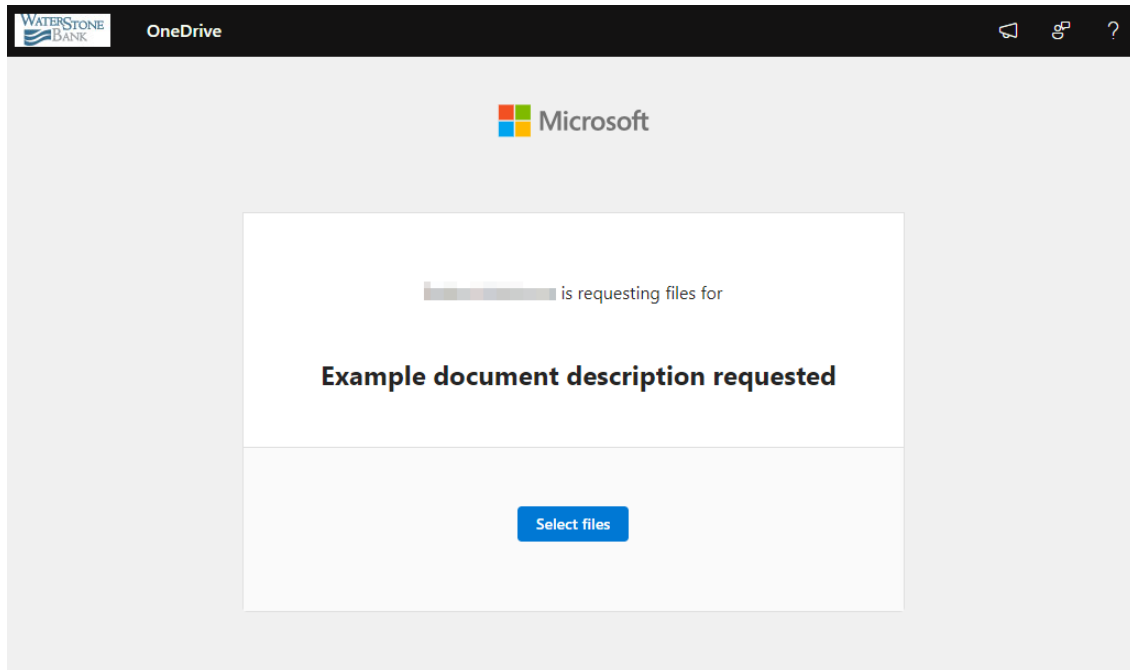
During normal operations, WaterStone Bank may need to share large documents or files with a customer or partner. OneDrive allows designated recipients to access or receive files from any device connected to the internet. OneDrive also allows files up to 250GB to be shared, which is larger than most email service applications.

Sending a file through OneDrive

1. If WaterStone Bank requests a file from you through OneDrive, you will receive an email from the WaterStone Bank employee (from an email address like firstname.lastname@wsbonline.com) with instructions of what is needed to submit along with a link to follow to upload the requested files to OneDrive. The link URL will begin with <https://waterstonebank-my.sharepoint.com>.

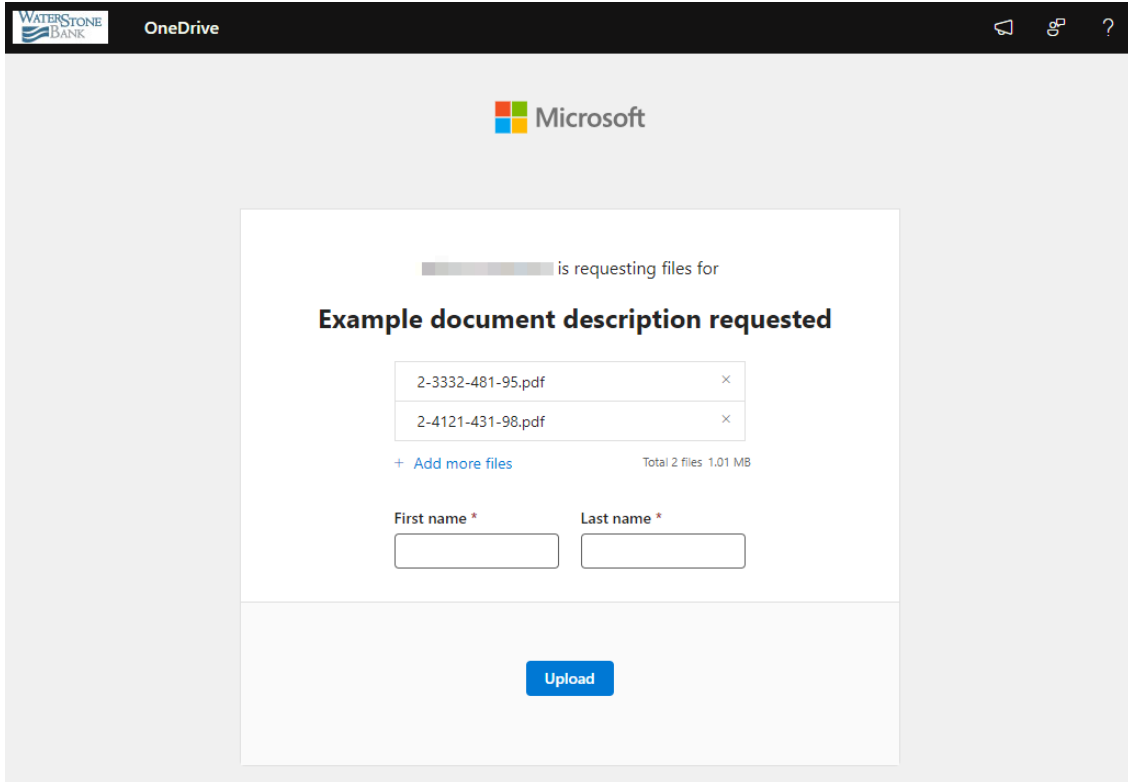
Please Note: You do not need to have the OneDrive application or an account to upload a requested file.

2. When you click a link to upload the requested file, you will be directed to the OneDrive website showing the name of the WaterStone Bank employee requesting the file(s) and an intended file name or description. The WaterStone Bank logo will appear in the upper left corner.



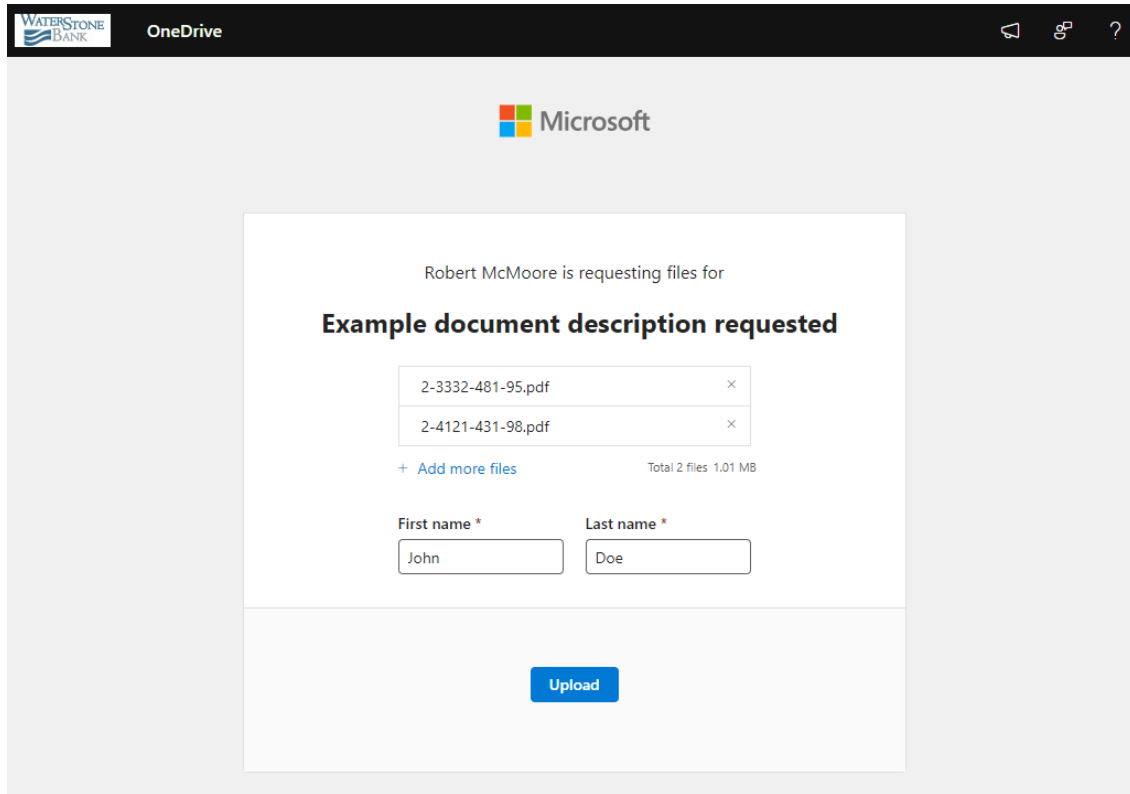
3. Once you press the Select files button, a file selection window will appear where you can select your first file to include in the upload.

- 4. Once you have submitted the first file, the OneDrive webpage will display your chosen file, along with an option to attach more files and a prompt for your first and last name.

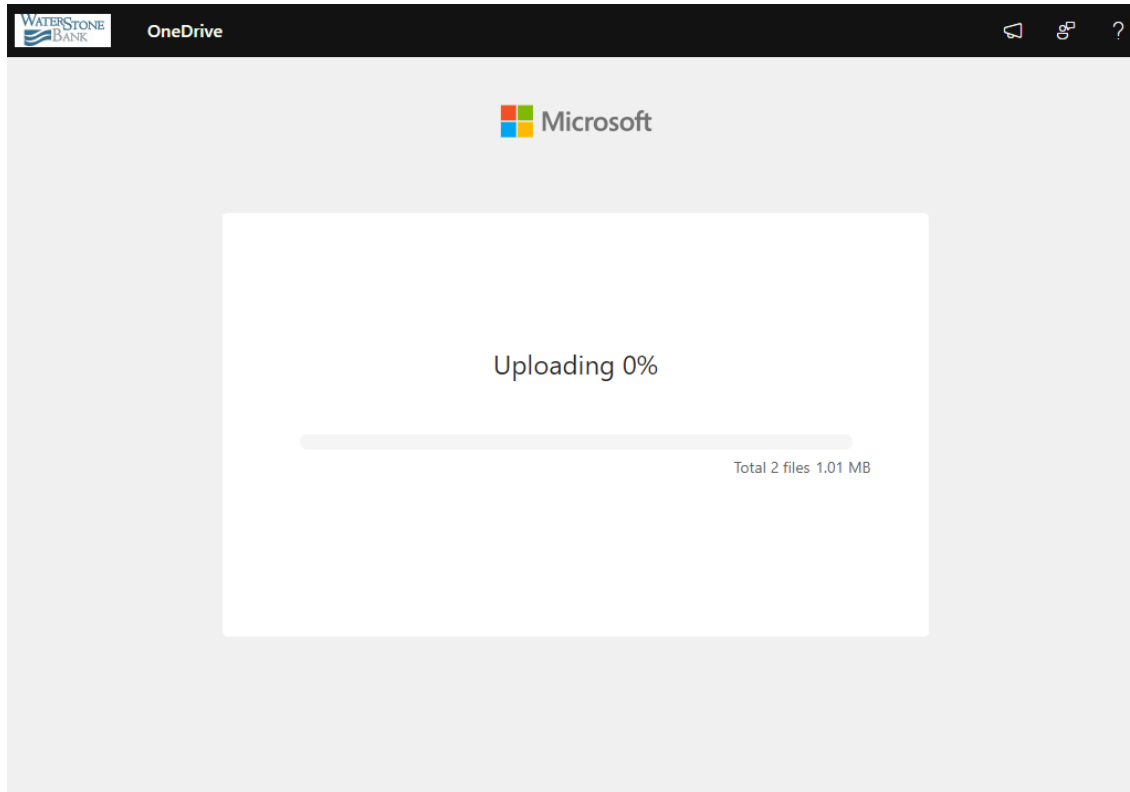


Each file you add will be added to the list of files. You can use the x to the right of the file name to remove it from the upload.

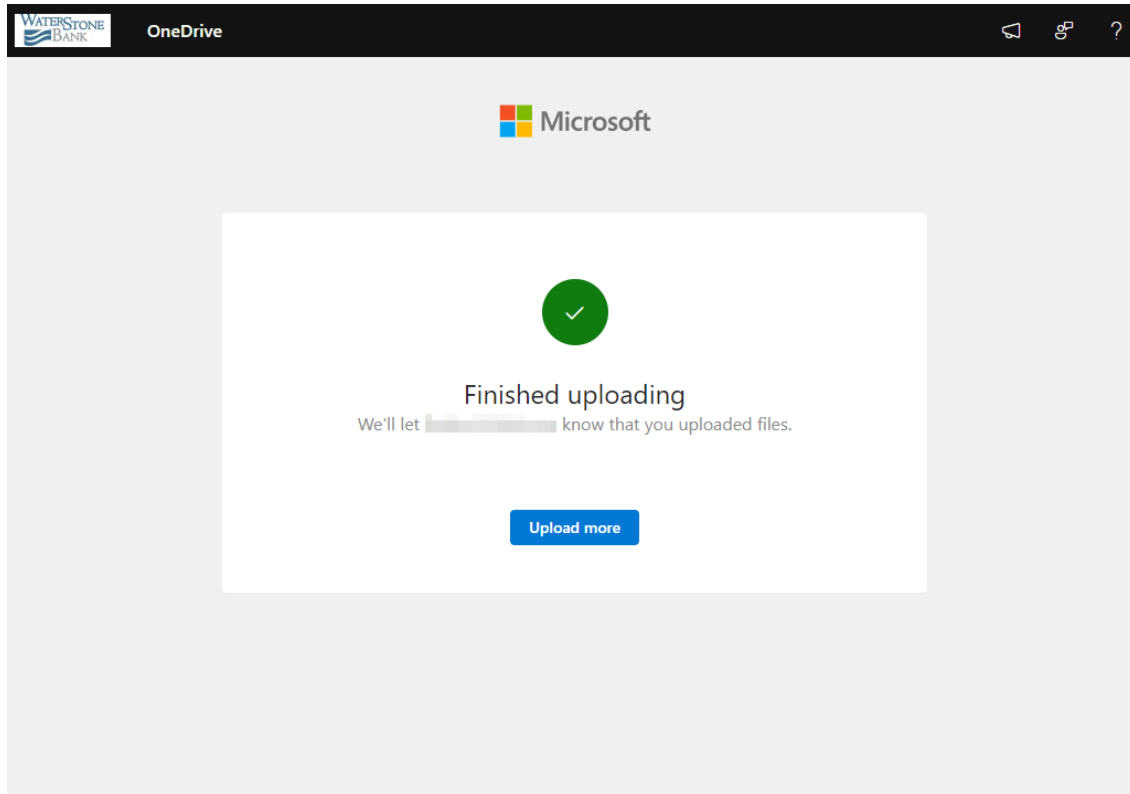
- 5. Once you have chosen all your files to upload, you will need to enter your first and last name for file identification. You may then press the Upload button to initiate the upload.



- 6. The file upload progress will be displayed.



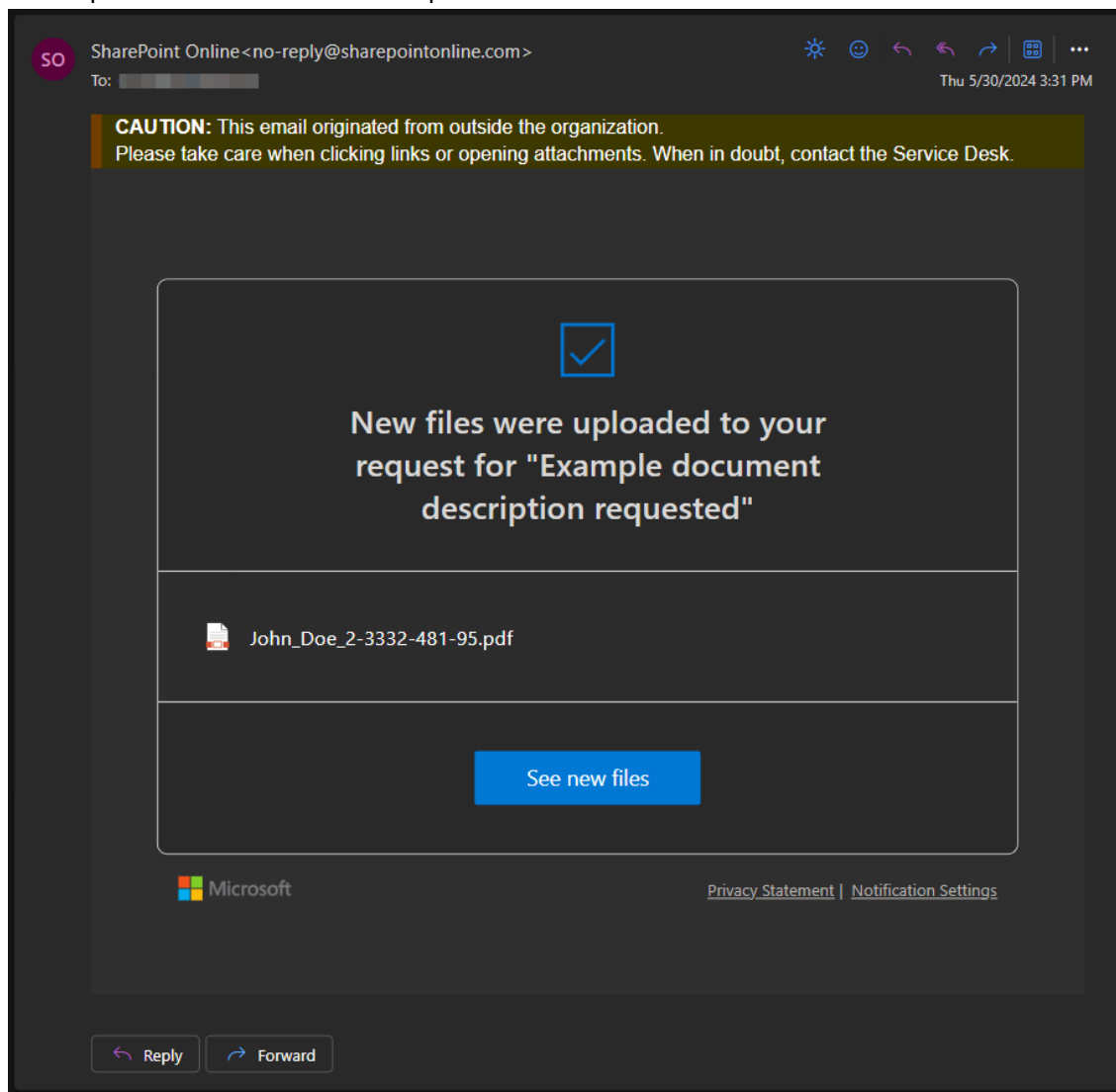
7. Once complete, the OneDrive webpage will display the status. OneDrive will also alert the WaterStone Bank employee that you have uploaded the requested files.



8. You may use the same page to upload more files if you need to or close the window when you are finished.

Confirmation of Upload

After you have uploaded the document(s), the sender will receive a confirmation that you have uploaded the documents requested.

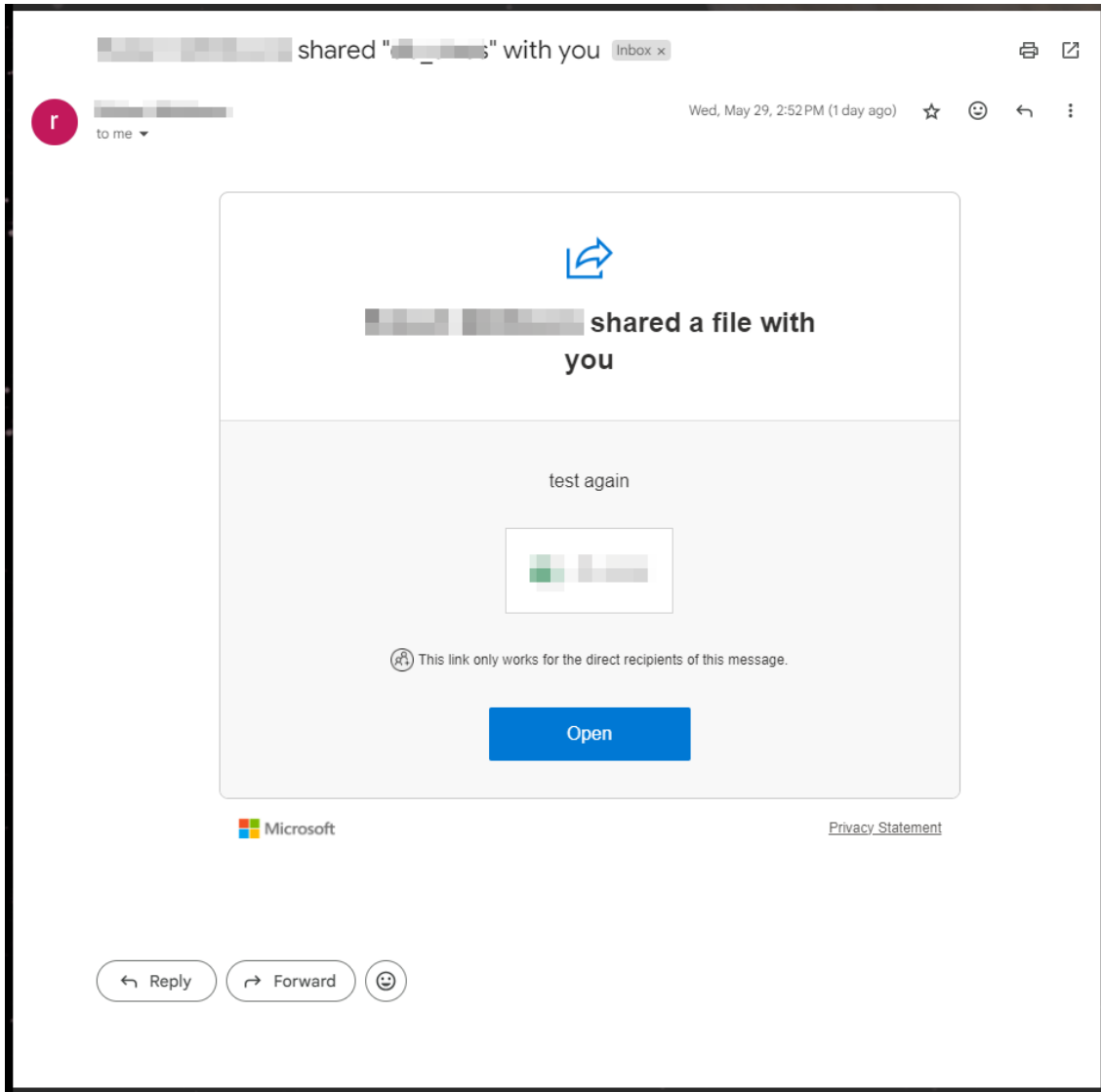


Receiving a file through OneDrive

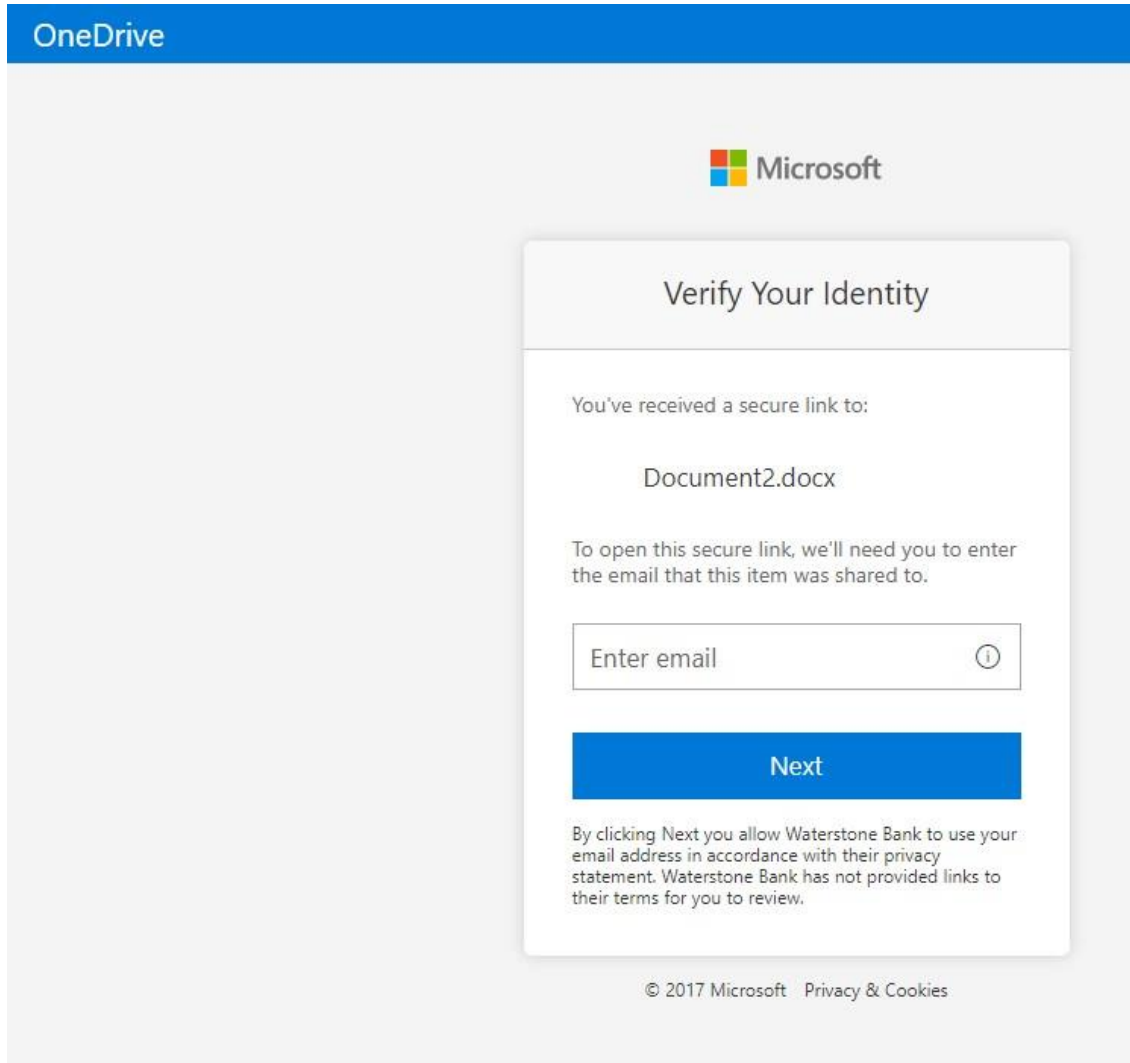
1. If WaterStone Bank shares a file with you through OneDrive, you will receive an email notification with a link to the file. The email may be an automated message from OneDrive but appears to come from the WaterStone Bank employee who has shared the file with you. (from an email address like firstandlastname@wsbonline.com) Alternatively, you may receive the link in a personalized email from the WaterStone Bank employee.

Please Note: You do not need to have the OneDrive application or an account to download a shared file.


- 2. Select the Open button in the email to navigate to the requested file. (Or the link provided by the WaterStone Bank employee) The link will open the OneDrive website with a URL beginning with <https://waterstonebank-my.sharepoint.com>.



- The OneDrive website will prompt you to verify your email address to send a verification code to your email, this must be the same email address that your file was shared with. Enter your email address and select the Next button to receive the email.



- 4. Check your email to retrieve the access code. You may copy/paste or type the code into the OneDrive website.

47876425 is your Microsoft OneDrive verification code. Inbox x  



Microsoft Notifications <no-reply@notify.microsoft.com>
to me ▾

4:11 PM (1 minute ago) ☆ 😊 ↶ ⋮

OneDrive

Hello,

For security purposes, you must enter the code below to verify your account to access Document2.docx. The code will only work for 15 minutes and if you request a new code, this code will stop working.

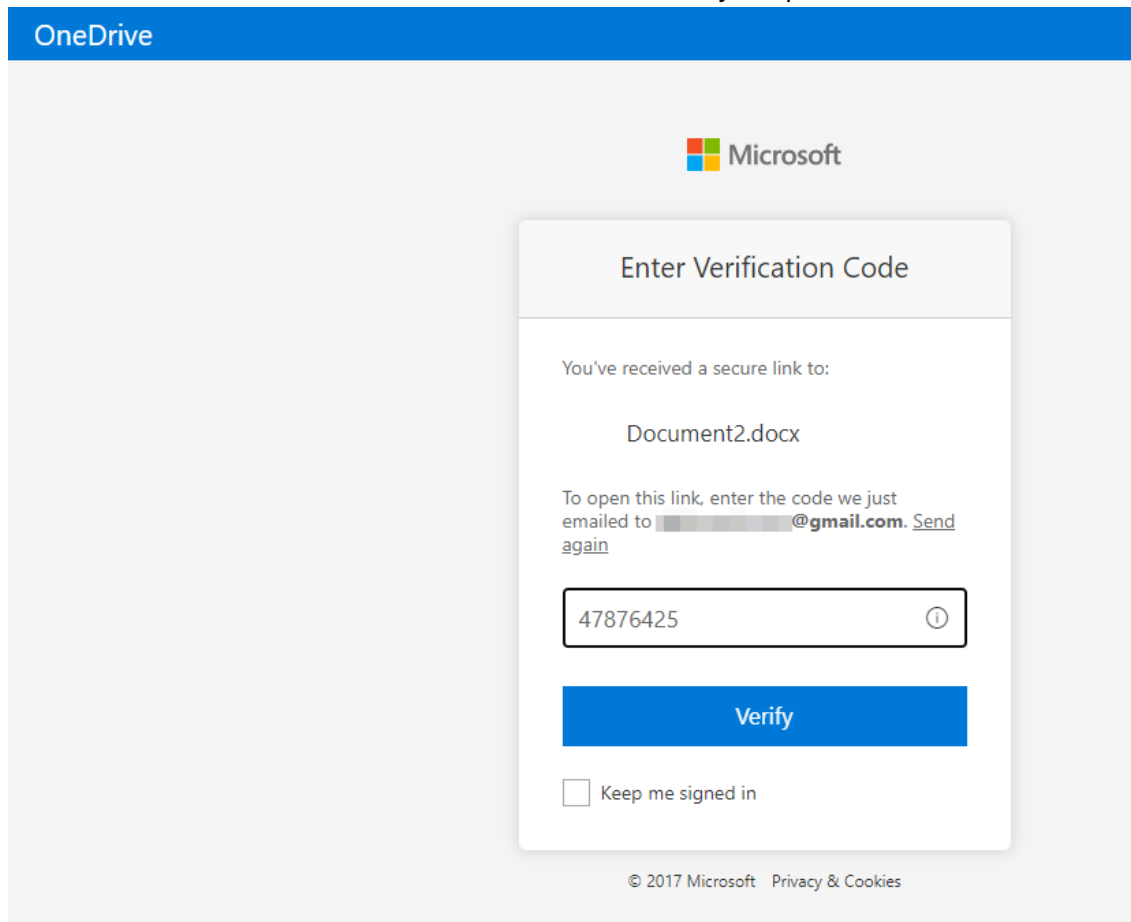
Account verification code:
47876425

Having problems with the code?
View the error and make sure that the email identifier is "0P1D0HC". If it's not, look for an updated email or try requesting a new code.

© 2020 Microsoft [Privacy & Cookies](#)

 Reply  Forward 

5. Enter the code into the OneDrive website and select Verify to open the document.



The screenshot shows the OneDrive verification interface. At the top, there is a blue header with the text "OneDrive". Below this is the Microsoft logo. The main content area is a white box with the title "Enter Verification Code". Inside this box, it says "You've received a secure link to:" followed by "Document2.docx". Below that, it says "To open this link, enter the code we just emailed to [redacted]@gmail.com. [Send again](#)". There is a text input field containing the code "47876425" and a "Verify" button. At the bottom of the box, there is a checkbox labeled "Keep me signed in". Below the box, there is a small copyright notice: "© 2017 Microsoft Privacy & Cookies".

6. You will be directed to the shared document. After you have received the document through OneDrive, please download the document to where you can continue to access it. Documents will only be shared temporarily with suppliers through OneDrive.
Please Note: You will not be able to share the OneDrive link with anyone else. The shared file can only be viewed by designated recipients.

Troubleshooting

Access Denied Error When Opening a Shared Document

If you receive an Access Denied error screen, like the one depicted below, when attempting to open a document that was shared to you, it may be caused by the OneDrive website attempting to use your own personal OneDrive account to authenticate for access if you are logged in with one. The file sharing links do not support this access scenario.

Access Denied

You don't have permissions to access this resource.

[Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.](#)

To access the file, please log out of your OneDrive account and use the link again. Alternatively, you may use a private or guest browsing window from your browser's features.

Please Note: This problem only happens when accessing a file shared to you. File request links are unaffected by this problem.

Link Expiration Error

Sharing links are only valid for a limited time. If the link you received has expired, you will receive an error like the one depicted below.

Sorry, the link has expired.

The link was set to expire after a certain amount of time. Please contact the person who shared this link with you.

TECHNICAL DETAILS

[GO BACK TO SITE](#)

You will need to contact the WaterStone Bank employee to request a new link.