

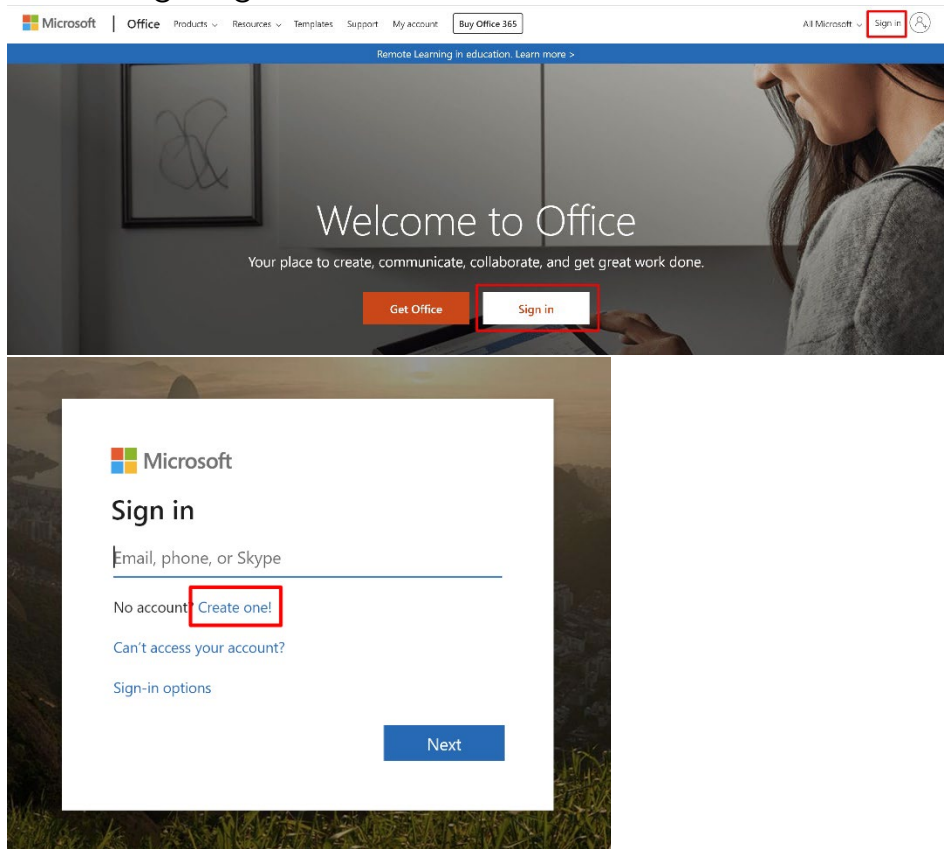
STP SHAREPOINT SOLICITATION RESPONSE UPLOAD INSTRUCTIONS

In order to submit documents to the Statewide Technology Procurement (STP) SharePoint site, users are recommended to validate their access and upload a test document to the SharePoint site within 48 hours of their email invitation by following steps in this instruction. Please allow 3 business days to resolve any access issues to the SharePoint site. If the user chooses not to test their access to ensure successful file uploads, any issues that arise on the day of the submission will be the user's responsibility.

Note: User must reside in the continental United States to be able to access the SharePoint site. This is due to security restraints set by the California Department of Technology (CDT) and cannot be altered. Additionally, generic email addresses are not accepted, i.e. proposals@company.com.

1. Users must have an e-mail associated with a Microsoft Account. If your account is already associated with a Microsoft Account, then proceed to step 2.

If your company e-mail is not associated with a Microsoft Account, you can register it by going to <https://www.office.com/>, selecting "Sign In" then navigating to "Create One!".



When you create a new account, use your company e-mail and do not create a generic one. If it does not let you, it is most likely already associated with a Microsoft account, and you may not have been signed in.

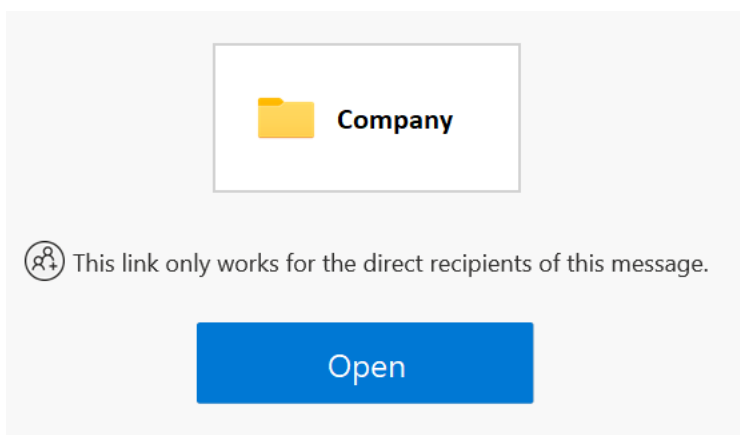
If you notice you are already signed in, then you already have an account. In that case, sign completely out of your Office 365 account for the next steps.

2. An automated invite is generated with the sender being, [SharePoint Online, no-reply@sharepointonline.com](mailto:SharePointOnline, no-reply@sharepointonline.com). Please check your spam/junk folder.

The link in the invite may be in the form of large orange text that looks like this:

Open **Your Company Name**

Or click on 'Open' if you are a returning user as shown below:



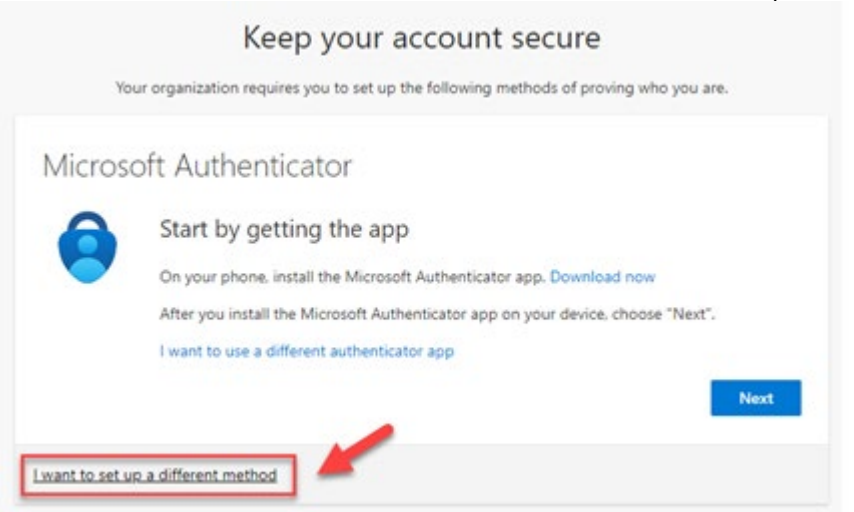
3. All guest user accounts must set up multi-factor authentication (MFA) to access the SharePoint site. You can set up either a Phone Call method or the Microsoft Authenticator app.

For Phone Method skip to **step 4a**.

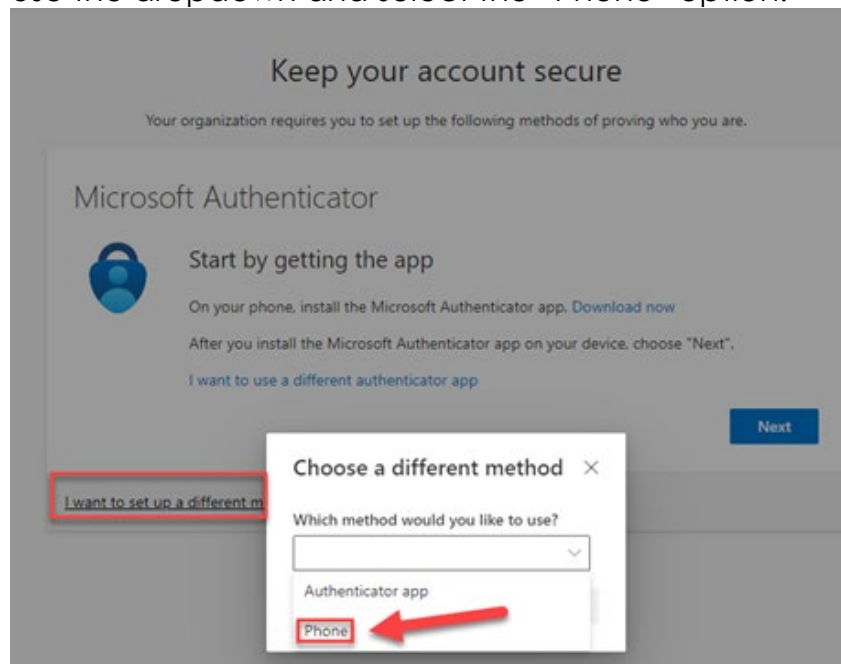
For the Microsoft Authenticator application, download the app and go to **step 4e**.

Phone Set Up

- a. Please use the link labeled "I want to set up a different method" and select phone.
- b. Please click on the link as shown below under the prompt.



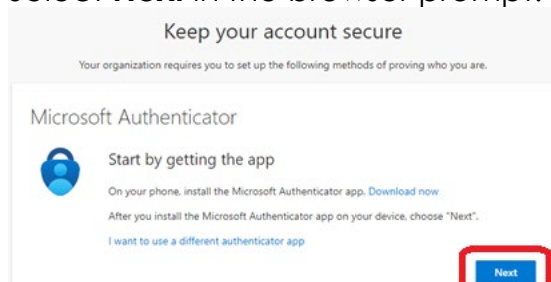
- c. Use the dropdown and select the "Phone" option.



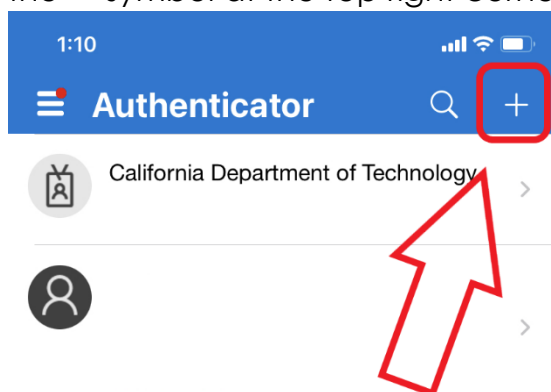
- d. Proceed with adding your phone number to authenticate. You will receive a phone call to authenticate.

Microsoft Authenticator App Set Up

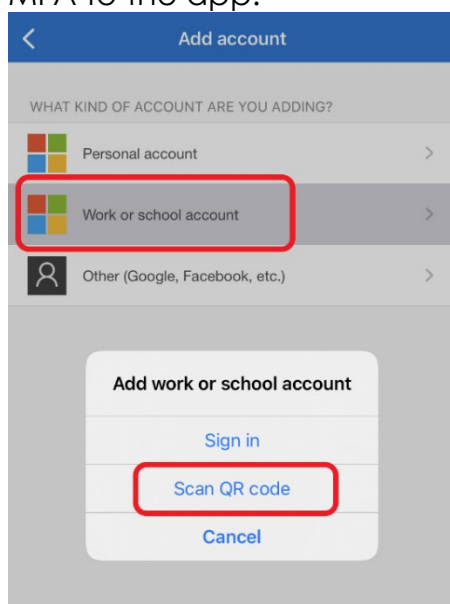
- e. Please download the Microsoft Authenticator App if you have not already.
- f. Select **Next** in the browser prompt.



- g. On your phone -Open the Microsoft Authenticator App and click the + symbol at the top right corner of the app.



- h. Then scan the QR code on your computer screen to add the CDT MFA to the app.



- i. Follow the app instructions to complete the MFA and access the site.

4. Once authenticated, you may receive an error, and it will prompt you to request access instead; please do so by clicking "Request Access" and provide STP 24 to 48 hours to grant you access.

You need permission to access this site.

I'd like access, please.

Request Access

5. Once approved, you will receive an email from SharePoint Online, no-reply@sharepointonline.com.

Administrator has responded to your request



SharePoint Online <no-reply@sharepointonline.com>
To

Good news. You now have access to 'Company Name'.

[Go to the item](#)

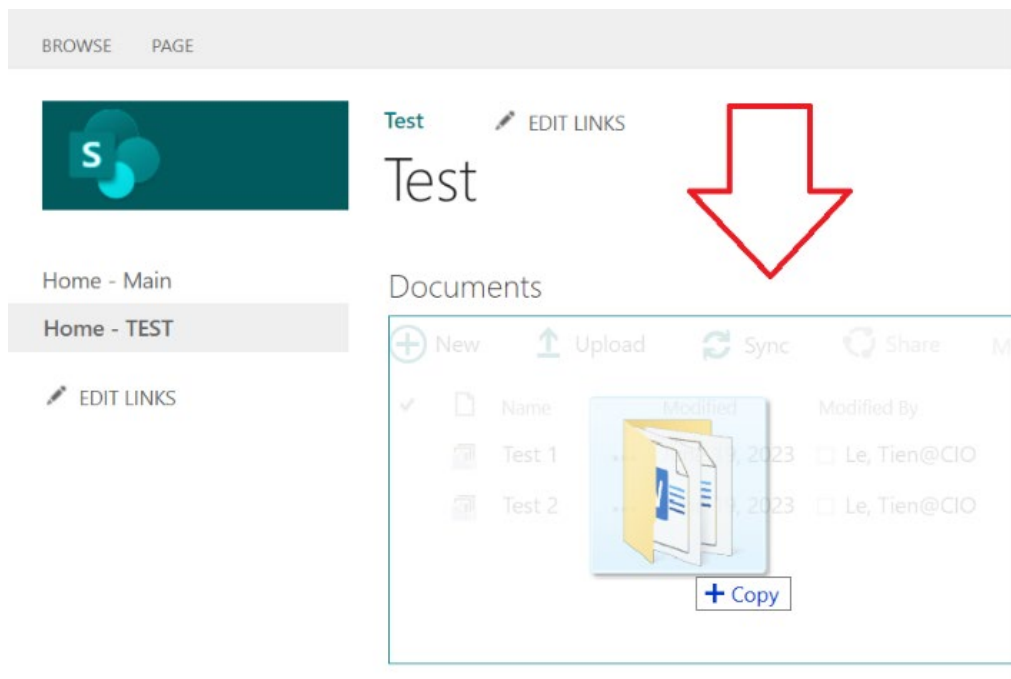
6. Once approved, you will have access to your designated site. The folders will align with the solicitation. Users are permitted to upload but will be unable to move files from folder to folder or to delete files. You may request files to be removed if you upload a file(s) in error by emailing TechnologyProcurements@state.ca.gov.

You will now be able to upload files to this area. Refer to the solicitation for instructions and guidance for file nomenclature and structure. Folders cannot be uploaded. **Please upload a test document in the general area and email confirmation that the test upload was successful to the Procurement Officer with a CC to TechnologyProcurements@state.ca.gov within 48 hours of access.**

7. Your access will be removed when the contract is awarded or if the procurement has been cancelled.

Tips:

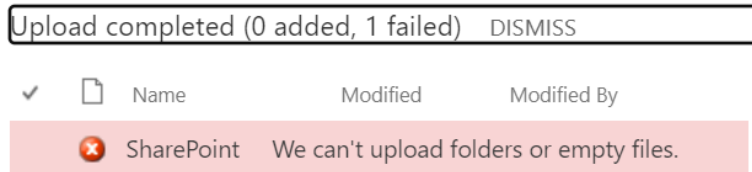
- Invitations can only be opened by the recipient. Do not forward your invitation to others. It will not work for them. Direct links can be provided to you using the URL AFTER you open/accept your invitation. Invitation links in email are temporary and will expire after 90 days some time. Please bookmark the SharePoint Site after successfully accessing the site.
- File size and file path length restrictions:
 - 250 GB - File upload limit.
 - 250 MB - File attached to a list item. The entire decoded file path, including the file name, can't contain more than 400 characters. The limit applies to the combination of the folder path and file name after decoding.
- Folders cannot be uploaded but multiple files can be uploaded at a single time. Create folder as needed in SharePoint. Open File Explorer, select all relevant files and drag and drop into the outlined area as shown below.



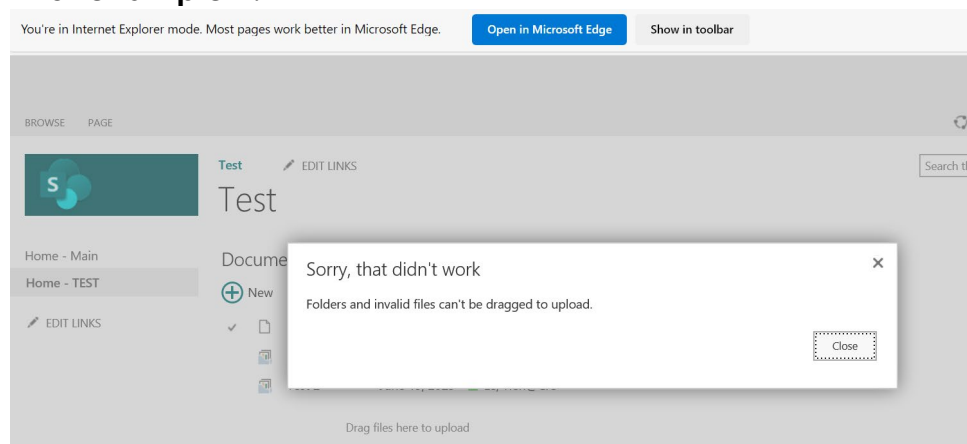
- Error messages may appear like the below if attempting to upload folders.

Error example 1:

Documents



Error example 2:



Access Issues

Report any issues to TechnologyProcurements@state.ca.gov with a cc to the Procurement Officer.

- Request Access loop
 - If your request was approved but you continue to appear on a page stating, 'You need permission to access this item'.

You need permission to access this item.

I'd like access, please.

- Open your invitation using a private browser, i.e. Incognito Mode for Chrome and try using different browsers.
- If the issue persists, email TechnologyProcurements@state.ca.gov and confirm that you have tried using different browsers and a

private browser but is still stuck in 'Request Access' loop. Resolution turnaround time is approximately 24-48 hours.

- Account not found in Active Directory

That didn't work

We're sorry, but [Name@company.com](#) can't be found in the [stateca.sharepoint.com](#) directory. Please try again later, while we try to automatically fix this for you.

Here are a few ideas:

① [Click here to sign in with a different account to this site.](#)

This will sign you out of all other Office 365 services that you're signed into at this time.

② If you're using this account on another site and don't want to sign out, start your browser in Private Browsing mode for this site ([show me how](#)).

If that doesn't help, contact your support team and include these technical details:

Correlation ID: 140364a0-1081-4000-1

Date and Time: 8/25/2023 11:28:28 AM

URL: <https://stateca.sharepoint.com/sites/Extranet/STP/>

User: Name@company.com

Issue Type: User not in directory.

- Wait a few minutes before attempting to open the invitation link. If error page occurs again then please email TechnologyProcurements@state.ca.gov to request for a new invitation.
- MFA
 - You have an existing account with CDT, but it is not prompting your device to authenticate either through phone call or app.
 - Email TechnologyProcurements@state.ca.gov to escalate to CDT Ticket to reset MFA. Resolution turnaround time is approximately 24-36 hours.
- Locked account
 - The error message indicates your account is locked when attempting to sign in.
 - Email TechnologyProcurements@state.ca.gov, a ticket must be submitted to unlock your account. Accounts are locked after 6 months of inactivity. Turn-around time is approximately 24-36 hours.