

## REFERENCE

# Frequently Asked Questions

Common questions about guest accounts, MFA, SharePoint, B2B, and more.

## Account Basics

- ▶ What is a GDOTS guest account?
- ▶ How is a guest account different from a regular account?
- ▶ What can I access with my guest account?
- ▶ How long does my guest account last?
- ▶ What happens when my access expires?

## Multi-Factor Authentication (MFA)

- ▶ Why is MFA required?
- ▶ What if I lose my phone or get a new device?
- ▶ Can I use a different authenticator app instead of Microsoft Authenticator?
- ▶ What if the QR code doesn't work during setup?
- ▶ What if I can't receive the MFA prompt on my device?

## Password

- ▶ What are the password requirements?
- ▶ How do I reset my password?
- ▶ What if I'm locked out of my account?

## SharePoint Access

- ▶ Why can't I see my SharePoint site?
- ▶ What if I get an "Access Denied" error?
- ▶ Can I access SharePoint from my mobile device?
- ▶ Can I share files with others from my guest account?
- ▶ How do I download multiple files at once?
- ▶ Can I edit documents directly in SharePoint?
- ▶ How do I know which account I'm signed in with?

## Migration

- ▶ What is the GDOTS SharePoint Migration?
- ▶ When will my sites be migrated?
- ▶ Will my old bookmarks/URLs still work?
- ▶ What if a site I need hasn't been migrated yet?
- ▶ Will I lose any documents during migration?
- ▶ Why did I only get one site link? I had access to more sites before.

## B2B Connections

- ▶ What is a B2B connection?
  - ▶ How long does B2B setup take?
  - ▶ What permissions does my organization need?
  - ▶ What if my organization already has cross-tenant access policies?
  - ▶ Does my organization need a GCC High tenant?
  - ▶ How do I know if my organization has set up B2B?
  - ▶ What happens to my guest account when we switch to B2B?
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- ▶ Do I lose access during conversion?
- ▶ Can some users in my org use B2B while others still use guest accounts?
- ▶ Does my organization need to be CMMC certified to use B2B?
- ▶ What compliance standards does GDOTS meet?
- ▶ What if my organization doesn't handle CUI today but will through GDOTS?
- ▶ Are there ITAR restrictions on who can access GDOTS resources?

## **General / Support**

- ▶ Who do I contact for help?
- ▶ Can I have multiple guest accounts?
- ▶ What data does GDOTS collect about guest users?
- ▶ Am I responsible for how I handle data from GDOTS SharePoint sites?
- ▶ What is CUI and how do I know if I'm accessing it?