

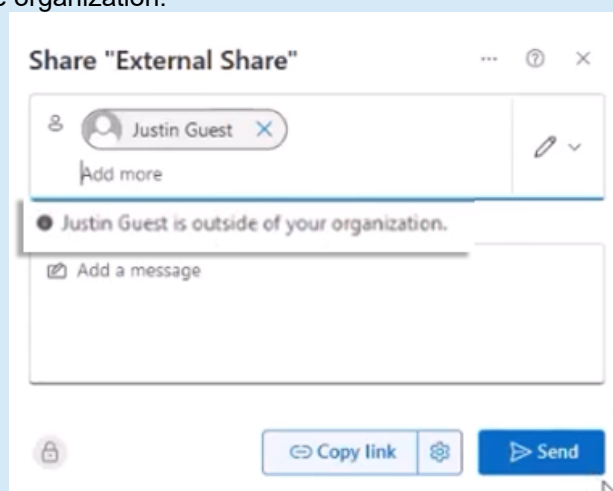
Share with an External User

A ticket to ithelp@thrivepet.com is required to create a guest account for sharing with external users. If the site is typically not shared with external guests, please include the URL for the site you will be sharing from.

Once a Guest account is created, the **Site owner** may add the guest to the required groups by following these instructions. [Group Owners: Manage Membership for SharePoint\(M365 Group\), Distribution Lists, and MESG \(Mail-Enabled Security Groups\)](#).



The first time an item is shared with a Guest User, the full email address must be entered. The field will not auto-populate if the user has not been identified before, and a notification will display that the Guest is outside the organization.



External Guest Invitation



If necessary, create a tickler for yourself to remove access if the share is for a limited time.

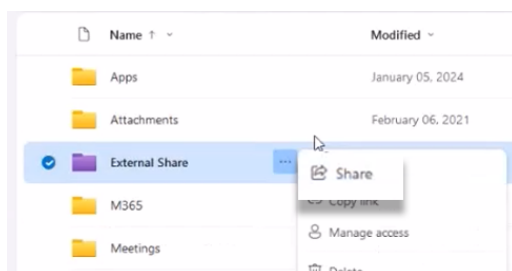
1. The guest receives an email and will **Accept invitation**.
2. They will then receive an Account verification code in a separate email.
3. The guest signs in using the Account verification code and chooses **Accept** on the permission request screen.
4. Once the Guest accepts the invitation, they can navigate to the shared site using the provided URL. A new verification code is sent, which they will use to access the site.



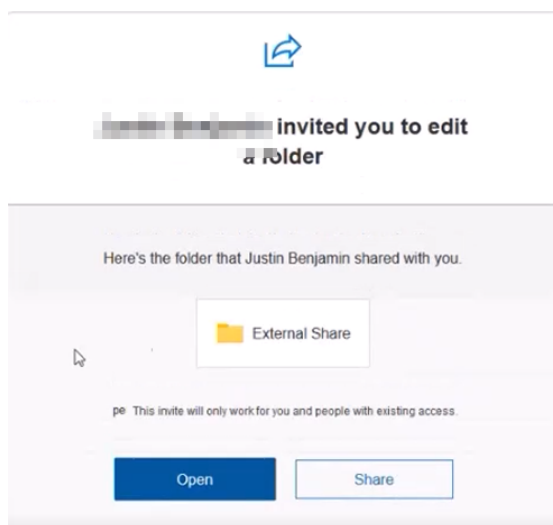
Only SharePoint sites, folders, documents, and distribution lists can be shared with external Guests. They may not be assigned to Shared Mailboxes.

Share a Folder with an External User

1. Once the M365 admins create a Guest User account, use the **Share** button from the desired folder.



2. The Guest will receive an invitation to the email associated with the Guest account and may need to use any Account Verification Code sent.



You may provide this document to guide our Guest Users in accessing items shared with them. [Share a File or SharePoint Site with an External User.pdf](#)

Administration

Technology is generally responsible for administering this procedure and may select others to execute duties. These duties include, but are not limited to, the following:

- Assisting with the implementation and enforcement of this Procedure and
- Circulating this Procedure to all Company Personnel

Contact

Contact ithelp@thrivepet.com with any questions regarding any of the provisions of this procedure.

Amendment and Revision History

We are committed to continuously reviewing and updating our policies and procedures. The Company, therefore, reserves the right to amend, alter, or terminate this policy/procedure at any time and for any reason, subject to applicable law. When material changes are made, Thrive will post the changes on our internal website and provide Team Members with subsequent notice consistent with local laws or regulations.

Official Policies and Procedures are available through PNP.THRIVEPET.COM and not as a PDF.	
Department	Technology
Subject	M365
Last Update	April 4, 2025
Functional Specialist	Justin Benjamin, <i>M365 Enterprise Administrator</i>

Data Classification	Public		
	Internal <input checked="" type="checkbox"/>		
	Restricted		
	Personal Information		
Updated By	Revisions	Date	Rev Num
JB	First issue	1/23/25	1.0
JF	Updated to include the group owner to add to M365 group and DLs	4/4/25	