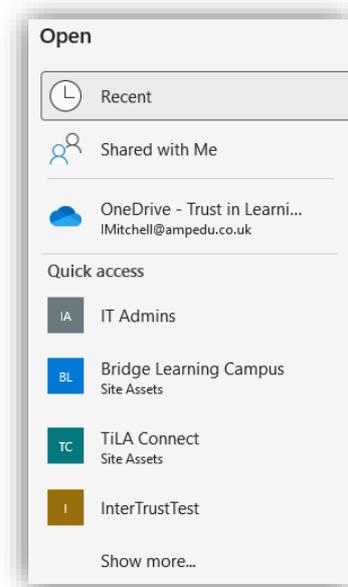


User Guide - Broken SharePoint Quick Access Links

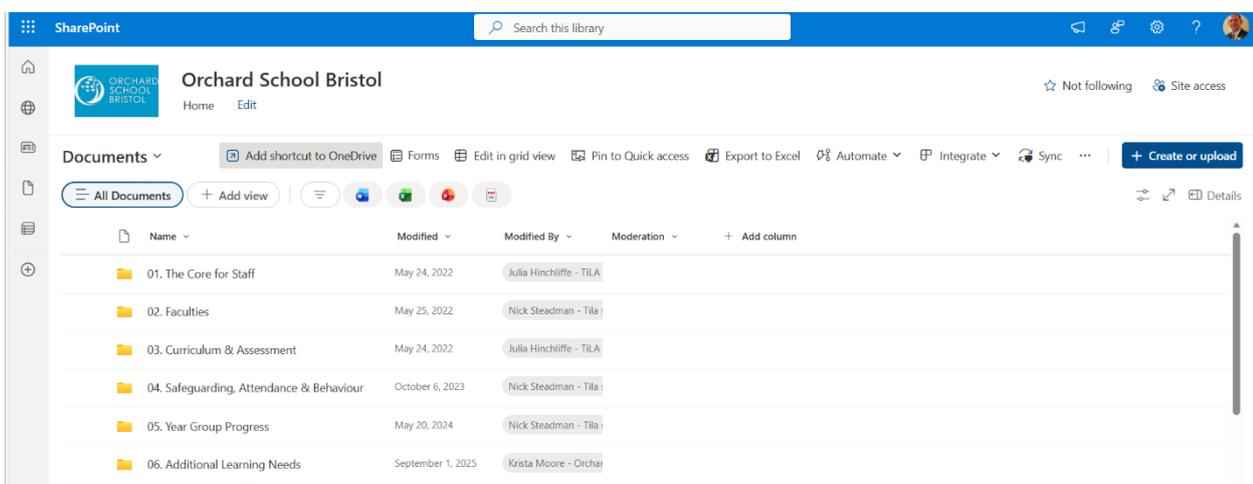
Issue: Quick access links in Microsoft 365 online and in app are broken, clicking on them shows a permission denied error.

Cause: Quick access links are automatically generated from previous SharePoint site visits. After changing the main SharePoint URL from tilaschool.sharepoint.com to ampedu.sharepoint.com, these links are now broken. Microsoft do not redirect Quick access links, nor do they provide a manual mechanism to change, clear or update the links.



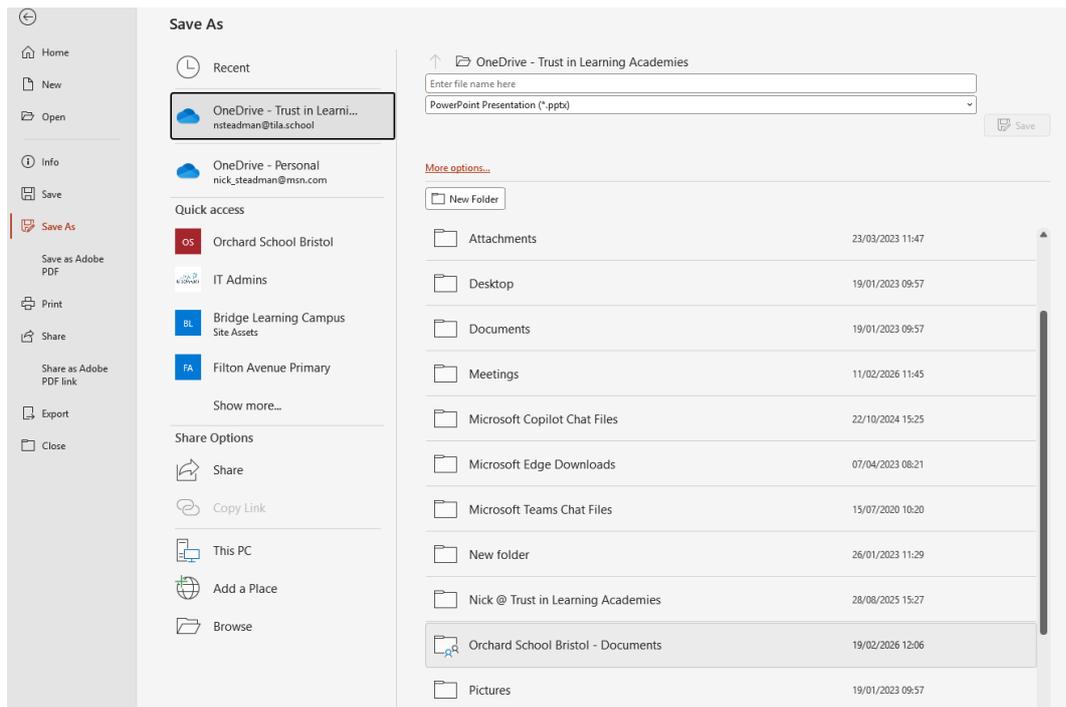
Workaround: Adding a shortcut to your SharePoint site will allow you to access the SharePoint site in all applications and online.

1. Browse to the Documents area of the SharePoint site you wish to add
2. Click "Add shortcut to OneDrive" above the main folder area of the window



3. This will create a folder shortcut in your personal OneDrive to the SharePoint site, the folder name will be in the format of Your Site Name – Documents

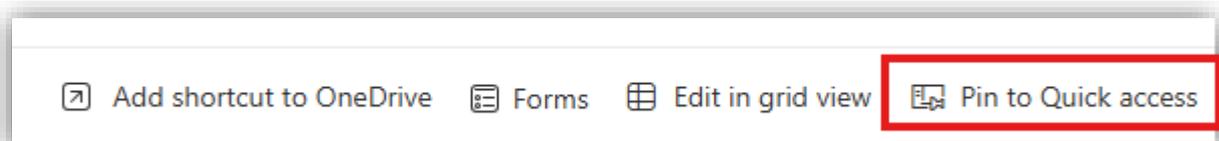
4. When in an application and need to open or save a document, click your OneDrive at the top of the list of locations, then find the folder shortcut created in step 2.
5. Click through the folder structure and save in the relevant location.



Ongoing: Microsoft have told us that the Quick access area is dynamically updated based on recent activity and will update and start working “over time”. There isn’t any specific timeframe that they can share with us.

They do suggest the following to speed up individual user's resolution:

1. **Visit and use the new sites/libraries directly.**
Opening files from the new locations helps Microsoft 365 recognize these sites as your current, preferred locations
2. **Pin updated sites in OneDrive**
 - a. Visit your recent sites here:
https://ampedu.sharepoint.com/_layouts/15/sharepoint.aspx?v=sites
 - b. Click through to the site, then access the Documents page



- c. Click Pin to Quick access

Pinned or shortcut locations appear immediately in Quick Access and remain there permanently.