



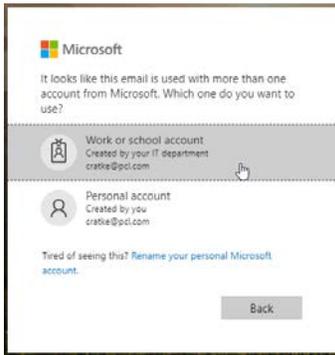
PM4+

PM4 + Partners Knowledge Articles

Accessing PM4+ Troubleshooting Guide

Please use this guide if you are having trouble accessing PM4+ or your Egnyte folders.

Q: I already have a Microsoft account and it is asking me which one to use?



If a dialog opens like the one on the left choose ‘Work or school account’ email.

Q: I am not seeing the account create screen and it is just asking for a password. How do I create a password?

If you have an existing Microsoft account linked to your work email address, you bypass the account creation step. Microsoft recognizes this email account and only prompts you to enter your password. Enter the **work email/password** combination that you normally use. You not need to create a new password.

Q: I have not received the Microsoft email described in the Welcome email from PCL. Who should I contact?

Here are some first steps that may help you locate this email before you request a resend from Support.

Check in both your SPAM or JUNK folders in your mail tool (ie. Outlook).

If you are unable to 'whitelist' the 'invite.microsoft.com' yourself, advise your IT department.

Q: I have not received the Egnyte email described in the Welcome email from PCL. Who should I contact?

Here are some first steps that may help you locate this email before you request a resend from Support.

Check in both your SPAM or JUNK folders in your mail tool (ie. Outlook).

If you are unable to 'whitelist' the 'invite.egnyte.com' yourself, advise your IT department.

Q: I was able to create my PM4+ account but I don't seem to be able to open anything on the dashboard. Is there something else I need to do?

An authorized End User Agreement (EUA) is necessary for each project that your company requires access to. When you log in to PM4+ you are given the opportunity to accept an

online EUA from your dashboard. You will see a link in the top left-hand corner of your screen. If you are unable to do this, please contact your PCL project manager to request an EUA be sent to an authorized representative of your company to sign. The executed EUA can be returned electronically. Upon receipt, PCL will upload the document to your account and access is granted. Use the link in the Welcome email from PCL to access your project on PM4+. Use the password you created after following the Microsoft invitation link. Don't forget to bookmark the URL in your browser.

Q: I was able to create my PM4+ account but I am not authorized to accept the End User Agreement. What should I do so I can get access?

Authorizing an End User Agreement (EUA) is a necessary step in the PM4+ access process. Please contact the PCL project manager to request an EUA be sent to an authorized representative of your company to sign. The executed EUA can be returned electronically. Upon receipt, PCL will upload the document to your account and access is granted. Use the link in the Welcome email from PCL to access your project on PM4+. Use the password you created after following the Microsoft invitation link. Don't forget to bookmark the URL in your browser.

Q: I was able to create and access my PM4+ account but I am having trouble creating my egnyte account.

Please review the message you received after you followed the link Accept Invitation.

Did you receive the dialog a. 'Log in' or b. 'Set up your account'?

If 'a.', then you have an existing account linked to the email account you provided and you will be able to login using the password you have always used. This password is not associated to the PM4+ account you created using the link from the Microsoft email.

If 'b.', then follow the process setting up your new egnyte account. You are then requested to assign a name to your account and set up a new/confirm password. If accepted, and as a final step, you will be required to confirm your email.

Q: I have followed all the above tips and need the invitation emails sent again. How do I initiate this request?

Please send an email to your PCL Project manager stating your request in the subject line with any pertinent details in the email such as what troubleshooting steps you have already taken.