

## Overview

As of March 1, 2023, ERAC has transitioned ERAP documentation from ERAC's Plan Participant Portal (ArcGIS Online) to SharePoint.

SharePoint is a more efficient and cost-effective way to manage how Plan Participants access this information.

This document contains instructions on how to access your ERAPs on SharePoint, along with troubleshooting for potential issues that may be experienced when logging in for the first time.

Please click the buttons below to help navigate to the appropriate location in this document.

For any questions regarding the SharePoint ERAP site, any issues experienced logging in, or our ArcGIS Online portal, please reach out to our GIS Specialist, Vince Zafra at [vince.zafra@erac.org](mailto:vince.zafra@erac.org)

For any questions regarding your ERAP, please send any inquiries to the Process Services team at [erapwriter@erac.org](mailto:erapwriter@erac.org)

**I already have a  
SharePoint/Office365 Account**

**I do not have a  
SharePoint/Office365 Account**

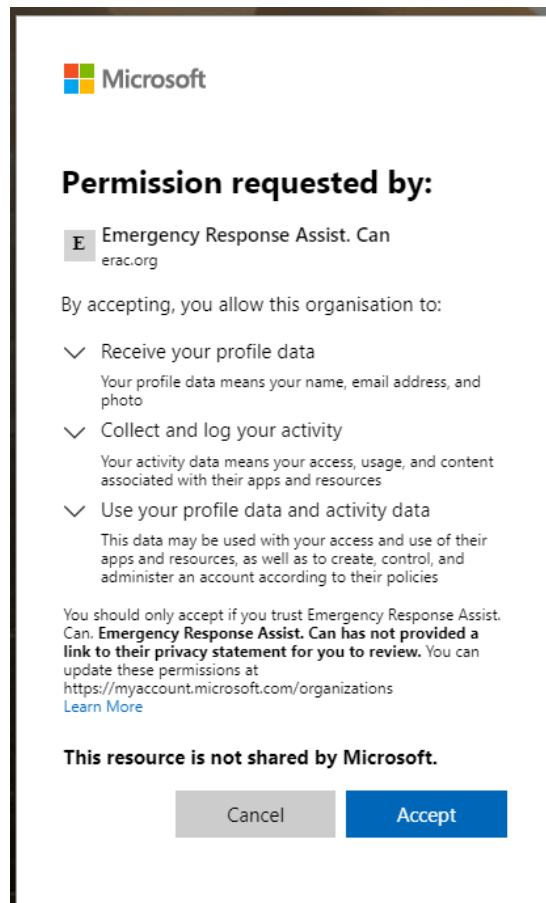
*I'm experiencing issues accessing  
the SharePoint site*



## I already have a SharePoint/Office365 Account

If you have an existing SharePoint or Office 365 Account, the process should be as straightforward as logging into your account, clicking the SharePoint ERAP link in the email, and accepting permissions.

1. Sign into the SharePoint/Office365 account corresponding to the email address registered with us (i.e., the email address that the SharePoint ERAP link(s) were sent to).
  - a. [SharePoint Login Page](#)
2. Click the link to the SharePoint ERAP site found in the email.
3. You should see a screen requesting permissions by ERAC which are required by the Office365 platform to gain access to our SharePoint sites. Please click "Accept".



4. After accepting, you should be redirected to the ERAP site. The English and French versions of the ERAP can be found by clicking the buttons on the Home Page or in the Documents tab at the top (by the ERAC logo).




## Flammable Liquids ERAP

[Home](#) [Documents](#)


**English and French versions of the Flammable Liquids ERAP can be found below, or in the "Documents" tab above**

### Documents


[See all](#)




Flammable Liquids ERAP  
ERAC Flammable Liquids ERAP  
Version 8.1 (French).pdf



Vince Zafra  
Edited 6 days ago



Flammable Liquids ERAP  
ERAC Flammable Liquids ERAP  
Version 8.6 (English).pdf

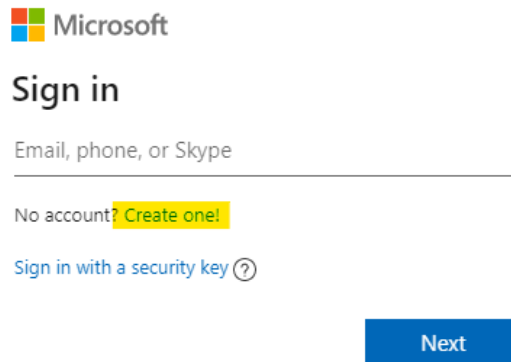


Vince Zafra  
Edited 6 days ago

## I do not have a SharePoint/Office365 Account

If you do not have a SharePoint or Office365 account, there are two primary options:

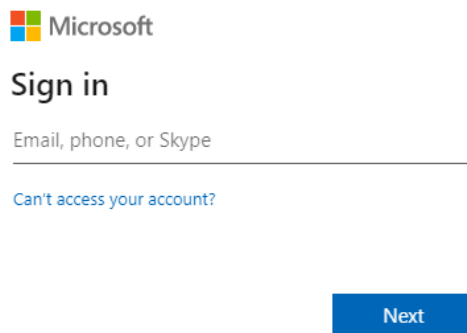
1. Create a free SharePoint account **before** accessing the ERAP site.
  - a. To do so, you can navigate to [this link](#) and beside No account? click "Create one!".



- b. Use the registered email address to create an account (i.e., the email address the SharePoint ERAP links were sent to) and follow the prompts to create an account.
    - c. If you do this, once creating an account, you can follow the steps for "[I already have a SharePoint/Office365 Account](#)" found above.
2. Receive a temporary password that will be sent to the registered email address whenever you need to login to the SharePoint site.
  - a. If you choose not to create a SharePoint/Office365 Account, please follow the steps [outlined below](#).

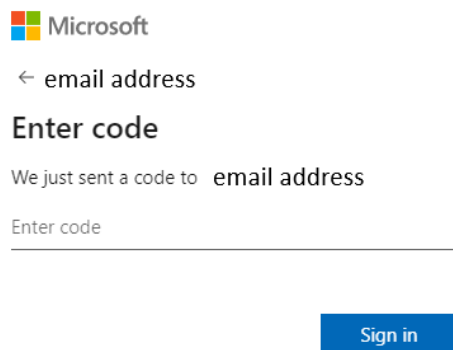
## Accessing the SharePoint ERAP sites without a SharePoint/Office365 Account

1. Click the link to the SharePoint ERAP site from the email.
2. Enter your email address in the "Sign in" page.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom center is a blue button labeled "Next".

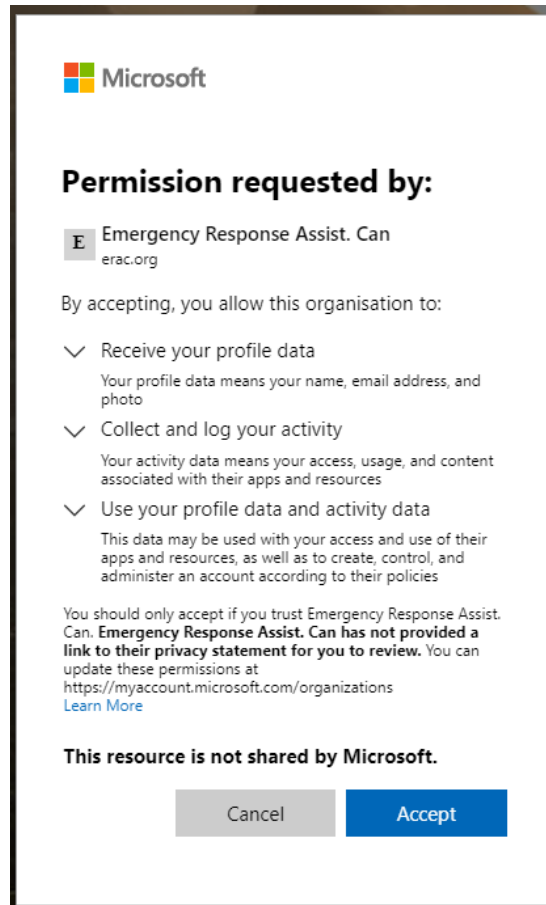
3. A code should be sent to the email address entered.



The screenshot shows the Microsoft "Enter code" page. At the top left is the Microsoft logo. Below it is a heading "Enter code". Underneath is a text input field with the placeholder text "email address" and a back arrow icon to its left. Below the input field is a message that says "We just sent a code to email address". Below that is another text input field with the placeholder text "Enter code". At the bottom center is a blue button labeled "Sign in".

4. Enter the code and click "Sign in".
  - a. Note that if this method is used, whenever you need to sign into the SharePoint ERAP site, you will need to do so through a code that will be sent to the registered email address.

5. You should now see a screen requesting permissions by ERAC which are required by the Office365 platform to gain access to our SharePoint sites. Please click "Accept".



The image shows a Microsoft permission request dialog box. At the top left is the Microsoft logo. Below it, the text reads "Permission requested by:". Underneath is a small grey box with the letter "E" and the text "Emergency Response Assist. Can" and "erac.org". Below this, it says "By accepting, you allow this organisation to:". There are three expandable items, each with a downward arrow and a title: "Receive your profile data" (with subtext "Your profile data means your name, email address, and photo"), "Collect and log your activity" (with subtext "Your activity data means your access, usage, and content associated with their apps and resources"), and "Use your profile data and activity data" (with subtext "This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies"). Below these items is a warning: "You should only accept if you trust Emergency Response Assist. Can. **Emergency Response Assist. Can has not provided a link to their privacy statement for you to review.** You can update these permissions at <https://myaccount.microsoft.com/organizations> [Learn More](#)". At the bottom, it says "This resource is not shared by Microsoft." and there are two buttons: "Cancel" (grey) and "Accept" (blue).

6. After accepting, you should be redirected to the ERAP site. The English and French versions of the ERAP can be found by clicking the buttons on the Home Page or in the Documents tab at the top (by the ERAC logo).




## Flammable Liquids ERAP

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### Documents


[See all](#)




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Edited 6 days ago



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## Troubleshooting

The most common issues that have been experienced during testing were permission issues. Screenshots are found below:

### That didn't work

We're sorry, but **email address** can't be found in the eraccanada.sharepoint.com directory. Please try again later, while we try to automatically fix this for you.

Here are a few ideas:

- ➔ [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.
- ➔ 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:** 6db59aa0-c06f-3000-53b1-5ef623c1decf  
**Date and Time:** 2/28/2023 9:55:11 AM  
**URL:** https://eraccanada.sharepoint.com/sites/LPGERAP  
**User:** email address  
**Issue Type:** User not in directory.

### You need permission to access this site.

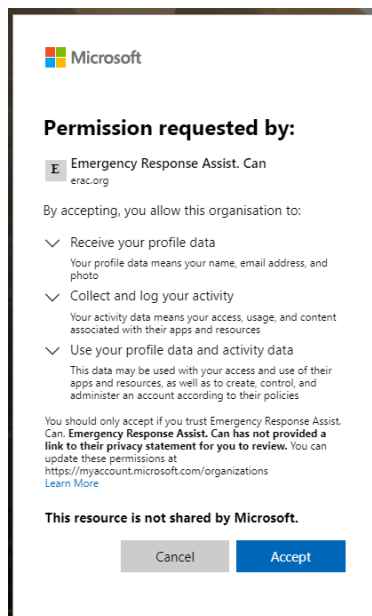
I'd like access, please.

Request Access



If you see either of these screens when attempting to login to the SharePoint ERAP site, please try the below troubleshooting processes.

- The first thing to check is that the email address you are using is the correct one. As a recap, the correct email address is the one registered with ERAC. In other words, the email address that the SharePoint links were sent to.
- If you are attempting to login with the correct email address but still having issues, this seems to happen if permissions were either skipped or not accepted during the registration process (i.e., clicking accept in the page below).



- If you did not see this page appear during registration, please do the following:
  - Log out of your SharePoint/Office365 account.
  - Click the link to the SharePoint ERAP site found in your email.
  - Log in with the SharePoint/Office365 account corresponding to the email address registered with ERAC (i.e., the email address the SharePoint ERAP links were sent to).
  - Click Accept on the permissions page when it appears.

- If you did see the above page appear during registration but are still having issues, please try the following:
  - Log out of your SharePoint/Office365 account.
  - Click the link to the SharePoint ERAP site found in your email.
  - Log in with the SharePoint/Office365 account corresponding to the email address registered with ERAC (i.e., the email address the SharePoint ERAP links were sent to).
  
- If you are still experiencing issues accessing the SharePoint ERAP site, please contact Vince Zafra at [vince.zafra@erac.org](mailto:vince.zafra@erac.org) for assistance.