

That didn't work, Issue type User not in directory - SharePoint external access error

Topic: [SharePoint](#)

You have granted permission to an external user to your SharePoint site, list, document library or document, but they receive an error stating that the **account can't be found in the tenant.sharepoint.com directory**.

That didn't work

We're sorry but [EXTERNAL USER ACCOUNT] can't be found in the [company.sharepoint.com] directory. Please try again later, while we try to automatically fix this for you.

The message provides some additional information -

- **Correlation ID** - Which is of not much help in SharePoint Online
- **Date and Time** - Time stamp of error.
- **URL** - SharePoint link which the external user could not access.
- **User** - Email account of the external user
- **Issue Type** - User not in the directory.

The last information "Issue type" is helpful, which clearly indicates that the user is not found in your Azure Active Directory /SharePoint User Profile or may not have permission to access the SharePoint link. All external users are added to your Azure AD in format **[external-email]#EXT#@tenant.onmicrosoft.com**.

Common Causes of this error

- External account is not permitted to access the link, access is not granted.
- (MOST COMMON) External user is using a different account to access the link, which does not have access. The account should be same which received the email invitation.
- External user has not accepted the invitation and directly accessing the link.

FIX - go in sequence to narrow down the problem

- First things first, double check that **external access is enabled** for your Tenant and SharePoint site. There is no harm in rechecking.
- Go to Site Settings --> Users and Permissions --> Access Requests --> EXTERNAL USER INVITATIONS / HISTORY, the status in history should show '**Accepted by USER**'. If it shows pending, ask user to click the link from email invitation.
- **Re-assign permissions** to the external account. This will send a fresh **email invitation** to the external user, ask them to click the invitation link received in email.
- Ensure that the **account used is the same** to which access was given and email invitation was received.
- Using Chrome **Incognito** or IE/Edge InPrivate always helps. There will be conflict when accessing 2 Office 365 accounts in the same browser window, this will even rule out cache/cookie problems. Ask the external user to open a private browser session and try accessing.
- Select 'Organizational Account' if user has an Office 365 account, select 'Microsoft Account' for any other account.
- **Remove the user** (not permissions, remove the user entry completely) from SharePoint by going to 'All users' list by appending `_layouts/15/people.aspx/membershipGroupId=0` to your site.
- **Remove user from Office 365** portal by going to Users --> Active Users.

You can use a similar approach for troubleshooting OneDrive external access issues.

Comments:

- My external vendor was facing this issue. Asked her to clear browser cache and history, did not help. Re-invited and that worked like a charm!
- delete the external user from Azure Active Directory first, rather than SharePoint, and then from the SP site. `people.aspx?MembershipGroupId=0` is the best way.
- Incognito session did the trick, the session conflicts with your organizational M365 account.
another TIP - if you remove the user and try to reassign permissions, it may take up to 12-24 hours until the external user is removed from the SharePoint Online site collection.
- Remove the external user using this PowerShell (SharePoint Online Management Shell) command and then re-add.

```
$cred = Get-Credential
```

```
Connect-SPOService -Url https://tenant-admin.sharepoint.com -Credential $cred
```

```
$ExtUser = Get-SPOExternalUser -filter <account@tenant.com>
```

```
Remove-SPOExternalUser -UniqueId $($ExtUser.UniqueId)
```

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