

Secure information request response tool guide

The University uses Microsoft Office 365 SharePoint to send responses to requests for information under data protection law in a secure way. We sometimes also use the tool to send responses to other types of request and correspondence.

How will I receive my response?

You will be sent an email to the email address you provided in your request, which will contain a link to a secure document store with your response and any enclosures.

If you have not received an email to your inbox, check the junk and/or spam folders. To ensure that the email does not go into your junk mailbox, in advance of receiving the email you could add informationcompliance@ed.ac.uk to your safe-senders list.

Follow the step-by-step verification instructions in the email to access your response. When you click the link in the email, you will receive a further email from Sharepoint Online providing an account verification code. To avoid this email going into your junk mailbox, you could also add no-reply@sharepointonline.com to your safe-senders list. You will then be able to enter your email address and the verification code to access the document store.

You will be able to access the information through this service for 6 months, after which it will be removed. If you wish to retain access to the information for longer, you should download a copy to your own computer or device.

Email security

You are responsible for ensuring that your email account and any computer or device you access the information on is secure. If you suspect that your email account has been breached, please contact us as soon as possible to arrange for us to revoke access to the document store.

Browser compatibility

Microsoft's Office 365 SharePoint application is a cloud-based technology, meaning that you will access it through your internet browser. Supported browsers include those in most common use, e.g. Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

The tool does not work with mobile browsers unless the Microsoft OneDrive app is installed.

Ensure you are on the latest version of your browser to give you the best user experience.

Issues accessing the documentation

We are aware that occasionally users have difficulties accessing the secure document store. We are currently working with Information Services colleagues to resolve the problem. In the meantime, if you are experiencing difficulties accessing the store, please try the following troubleshooting suggestions:

If you are a University of Edinburgh student, or member of staff and sent your request from your University email address please try logging in to your SharePoint account using your University credentials. You can do this by logging into Microsoft 365, using the link found on this page: [Microsoft 365 | Computing | Information Services](#)). You then need to navigate

to the SharePoint app by clicking on the square with nine dots on the top left of the screen (which looks like this ) and enter SharePoint in the search bar that appears. Once you have opened SharePoint you should be able to access the secure folder which has been shared with you.

If you do not have University credentials but are having difficulties, you may find that opening the link using an incognito, or private, browser resolves any issues; additionally, if you have a personal Microsoft 365 subscription it may help if you log out of your account before attempting to access the secure document store.

If you are still having difficulties with access and can provide an alternative email address, please get in touch to let us know and we can try sending the response to your alternative address. This can sometimes resolve the problem.

If you are still having difficulty accessing, reading or downloading copies of the response, please contact us for assistance, providing details of the issues you are encountering (including screenshots if possible).

Paper format response

If you would prefer to receive a response in paper format please let us know. Paper responses will be sent by Royal Mail special delivery or by a tracked courier service. By prior arrangement you may also be able to collect the response from Old College reception at the University. In some cases we will not be able to provide a paper response unless you let us know when we started processing the request you would prefer this format. For example, for more complex electronic file formats where data cannot be printed.

Accessibility

If you have trouble accessing your documents due to a disability, Microsoft provide some guidance on their accessibility features at the following link: [Accessibility in SharePoint](#).

If you require information in an alternative format, such as in large print or on a coloured background, or are unable to use the site due to a disability, please contact us.

Privacy notice

A privacy notice for the secure information request response tool is available on the University's website.

[Privacy notice for secure information request response tool](#)

About this guidance

Version control	Author/editor	Date	Edits made
1	IS Applications/Sara Cranston	25 June 2018	
2	Sara Cranston	13 July 2018	Updates to wording
3	Sara Cranston	16 July 2018	Amended link
4	Sara Cranston	23 July 2018	Added section on paper format
5	James Macfarlane	25 March 2019	Updated wording
6	James Macfarlane	28 May 2019	Updated wording and added mobile browser issue
7	Rob Don	23 June 2022	Updated wording on Sharepoint email
8	Sara Cranston	29 July 2024	New email address and department Name
9	Jennifer Laing	2 July 2026	Additional advice added re. 'Issues accessing the documentation'

If you require the guidance in an alternative format, please contact Information Compliance Services:

informationcompliance@ed.ac.uk or 0131 651 4099