

Extranet Platform End-User Manual

Project Name:	FAMA		
Contract ID:			
Date:	02-03-2026	Release:	Draft
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Owner:	Extranet Sites Owners		
Document ID:			

Date	Version	Description of change	Change made by
02-03-2026	1.0	Initial document	Wojciech Mróz
04-03-2026	1.0	Amendments	Łukasz Ziótkowski

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1. Introduction

1.1. Document purpose

This guide explains how to use the SharePoint Online Communication Site. Communication sites are intended for one-way information sharing outside Frontex. Communication sites are publishing information (files organized in folders) on the Extranet Workspace for information (read-only). This document presents Extranet functionalities available for Communication sites (Workspaces) end-users, focuses on guiding the end-users through the processes available in Extranet Platform for the role assigned to them.

End-user is understood here as:

- 1) Non-Frontex employee (applies to CAT3, NFPOCs and other National Authorities) collaborating with Frontex
- 2) Frontex employees (Staff and Ext Contractors) that need to access Extranet sites.

You will learn:

- How to get access to Extranet
- What to do if you need additional permissions
- How to reset password
- Where to find your files
- How to upload and download documents
- How to create folders
- How to restore deleted items
- How to share files

ATTENTION!

Please note that the data presented in the document is anonymised or fictional and prepared only for educational purpose.

1.2. Definitions

The following table contains the definitions for all the specific Manual related terms that are used in this document.

Term	Description
Extranet	Frontex Extranet Platform site built on the SharePoint Online. Official, Frontex Agency's platform for sharing information with Member States, Schengen-Associated-Countries and other designated partners.
Document Library	Structure storage location within a SharePoint site where files are stored
Site Contents	Page in SharePoint that displays all components of a site
Site Owner	Frontex Staff responsible for responsible for the management of Extranet Workspace users' access, permissions management, content sharing.

2. How I can get access to Extranet?

If you require access to Extranet please contact the Site Owner. Only Site Owners can modify permissions or grant access. Please see table with the mails onf the Site Owners in the Annex.

The Extranet Platform site uses role-based permissions. It means that users are assigned roles, which are collections of permissions, rather than assigning permissions directly. There are based on the Frontex Active Directory groups configured based on the FAMA. When a user is added to a specific AD group by FAMA, he is automatically granted access to Extranet.

3. Permissions, Best Practices, End-User Responsibility

Best Practices and end-end user responsibility:

- This is end-user responsibility to assure that no personal data that is not necessary for business activities is published
- This is end-user responsibility that scope of the information published should be limited to the indispensable minimum needed. No more information (including personal one) than 'need to know' should be published
- Regularly clean up outdated documents. Please note that esp. personal data should be deleted after there is no business activity justifying processing of such.
- Avoid storing duplicate files
- Use clear file names
- Upload files to the correct library
- Do not store too many folders inside other folders (nested structure)

Within the Extranet you may have:

- Read access (view only)
- Edit access (modify content)
- Full control (Site Owner)

If you experience any of the following:

- You cannot see a file
- You cannot upload documents
- You cannot edit content
- You receive an access denied message

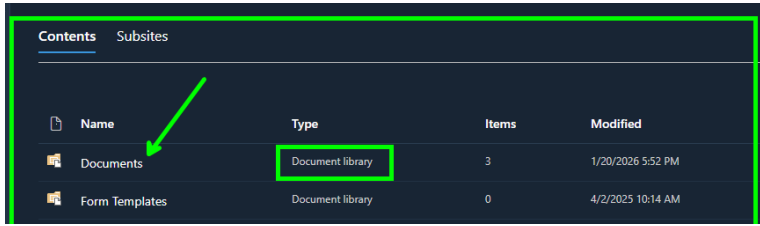
Please contact the **Site Owner** for assistance. Please see table with the contact mails onf the Site Owners in the Annex.

4. How to check permissions for a File or Folder?

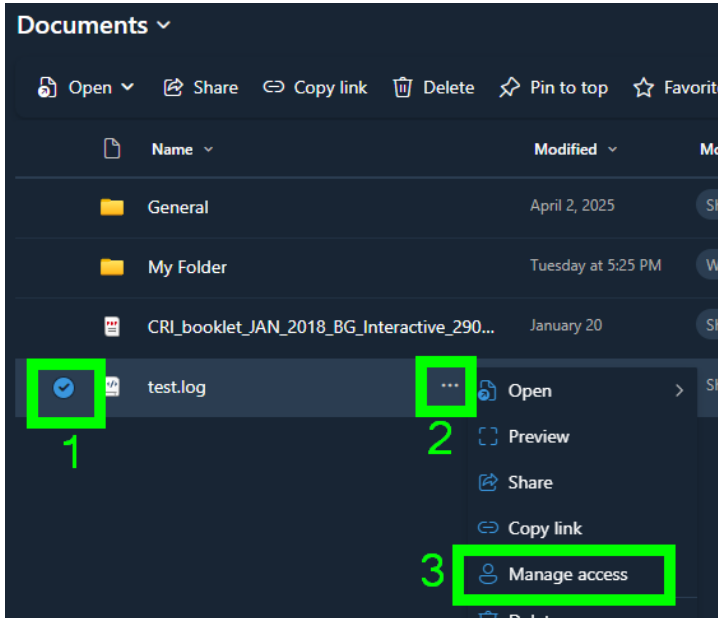
As a regular user in SharePoint Online, you can check who has access to a specific file or folder by viewing its access details.

To check permissions:

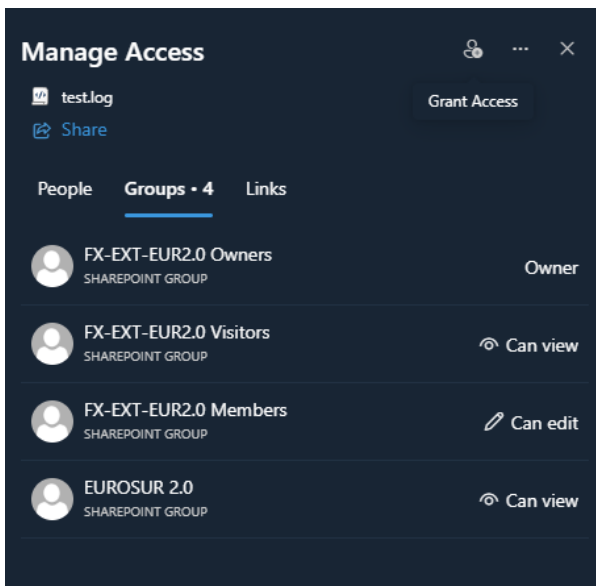
1. Open the appropriate *Document Library* (e.g. Documents)



2. Locate file or folder you want to check
3. Select the item by clicking the “3 dots” button next to it and choose “Manage access”



4. In the section you can see:
 - a. Users who have direct access to the file or folder
 - b. Groups that have access
 - c. The permissions level assigned (for example: View or Edit)



Important

- As a standard user you can view existing access information

- You may not be able to modify permissions
- If you need to grant access to someone else, please contact Site Owner

Only Site Owners or users with elevated permissions can change access rights

5. How to reset my password?

Please go to <https://passwordreset.microsoftonline.com> and follow instruction.



Password Reset.pdf

6. Where are my files?

All documents stored on Extranet site are located in *Document Libraries*. Each *Document Library* has its own name created by the users with “EDIT” access.

Document Libraries are structure repositories that allow you to:

- Store files centrally
- Organize content into folders
- Control access and permissions (users with higher permission only)

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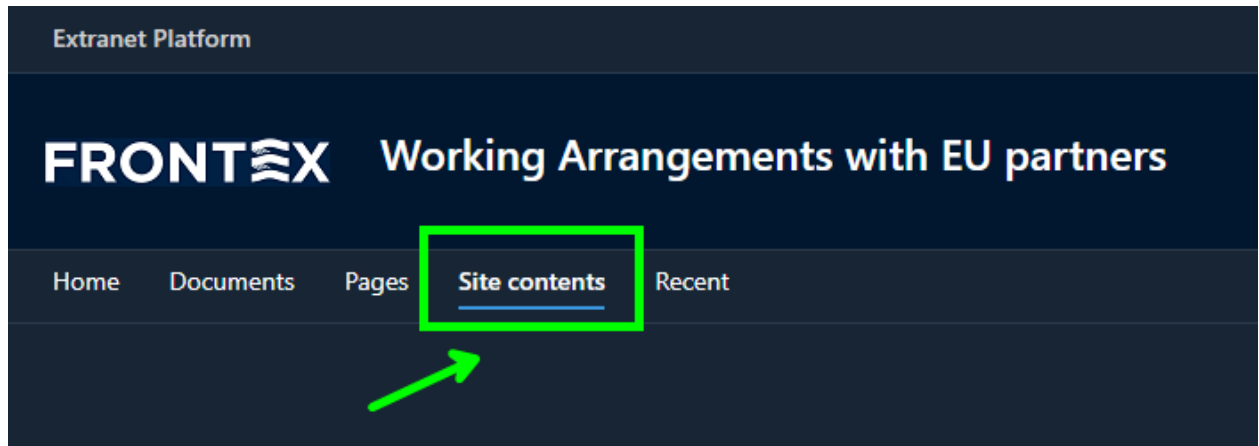
Home Documents Pages Site contents Recent

Contents Subsites

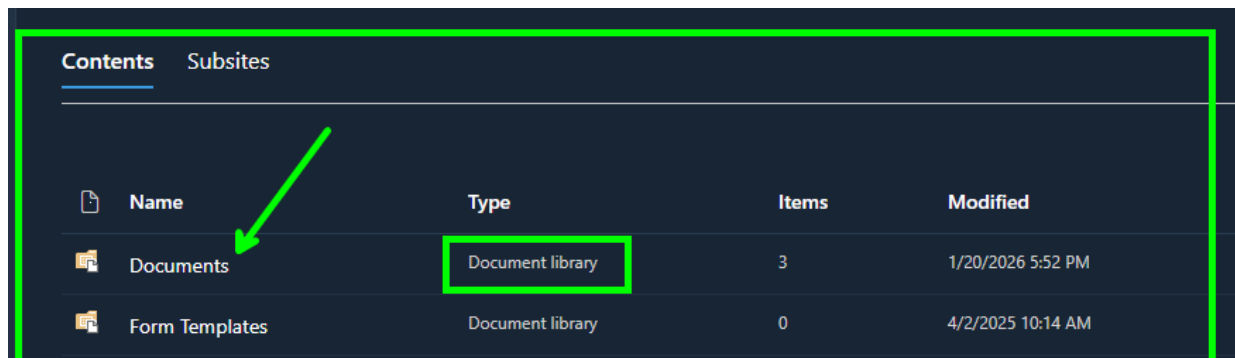
Name	Type	Items	Modified
Documents	Document library	0	2/13/2026 12:42 AM
Form Templates	Document library	0	2/6/2026 3:14 AM
Site Assets	Document library	12	2/6/2026 3:15 AM
Style Library	Document library	0	2/5/2026 4:24 PM
Working Arrangements and P	Document library	46	2/16/2026 6:36 AM
Events	Events list	0	2/6/2026 3:15 AM
Site Pages	Page library	2	2/6/2026 3:15 AM

How to locate your files:

1. Open your Extranet site.
2. From the top of the page choose “Site Contents” (NOT Documents)

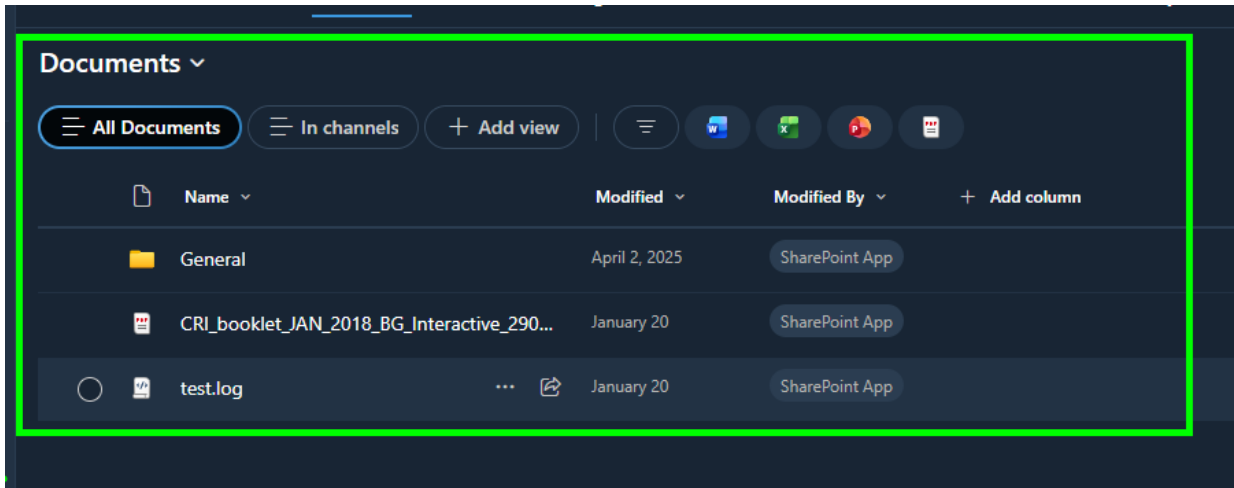


3. Locate the relevant Document Library (e.g. “Documents”) and click the library name to open it

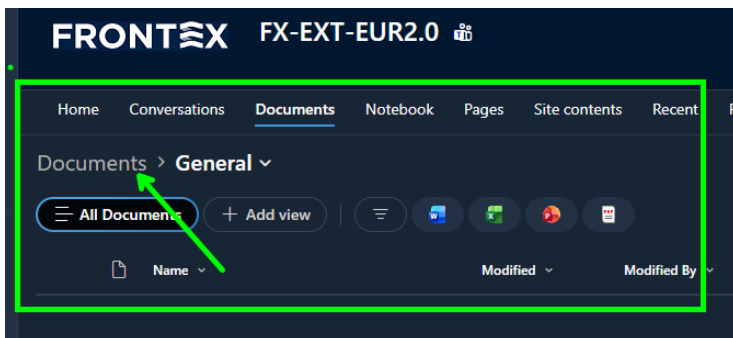


Inside the Document Library you may see:

- Folders
- Individual files
- Column with additional information (e.g. Modified, Modified By)



You can navigate folders by clicking on their names. Use the breadcrumb navigation at the top to move back to the previous levels.

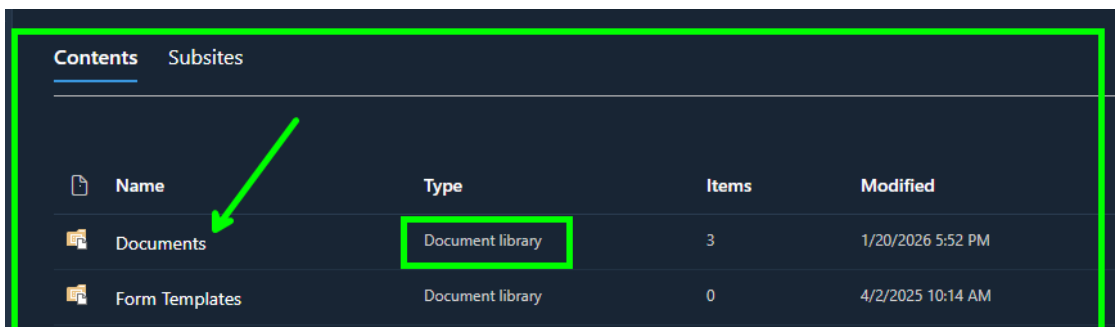


7. How to upload a file or folder?

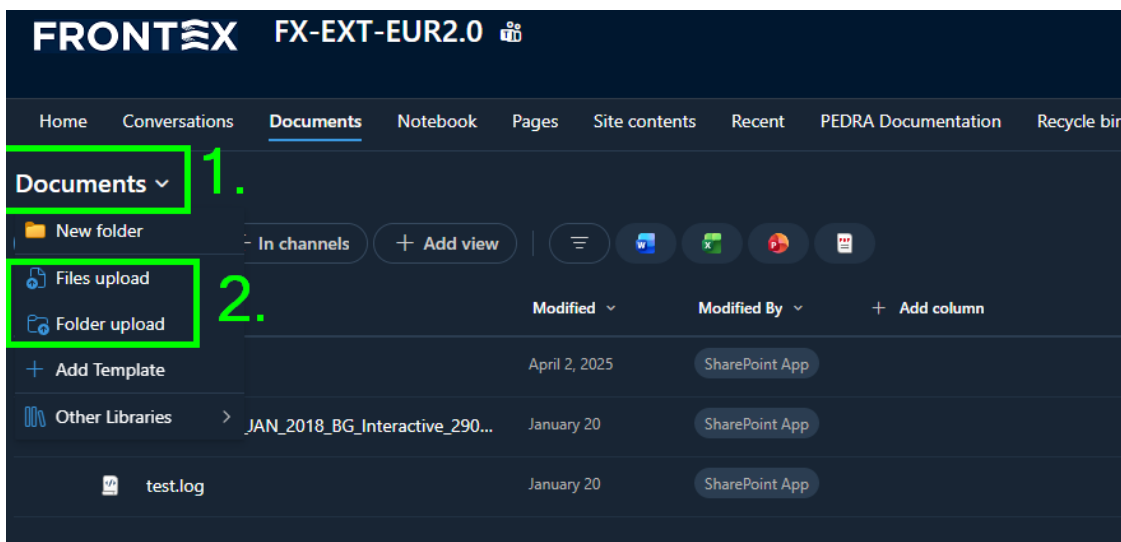
Uploading files allows you to store documents securely within the Extranet site.

To upload a file or folder:

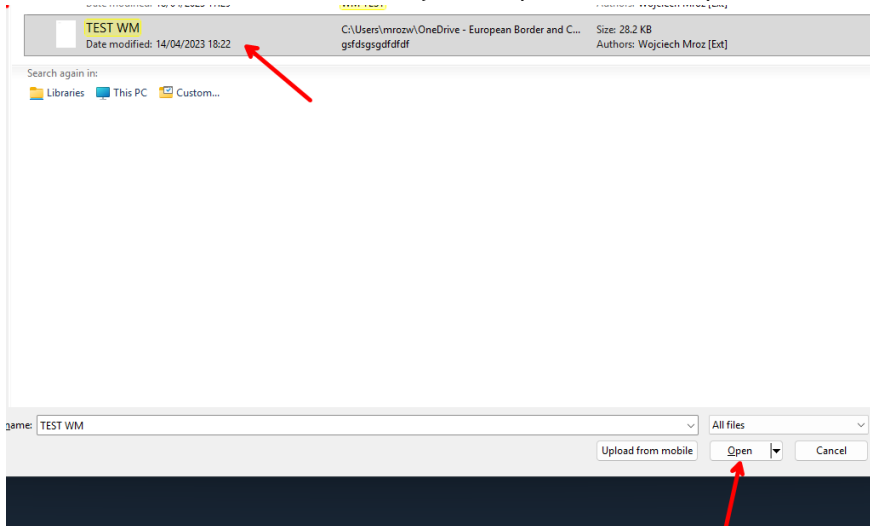
5. Open the appropriate *Document Library* (e.g. Documents)



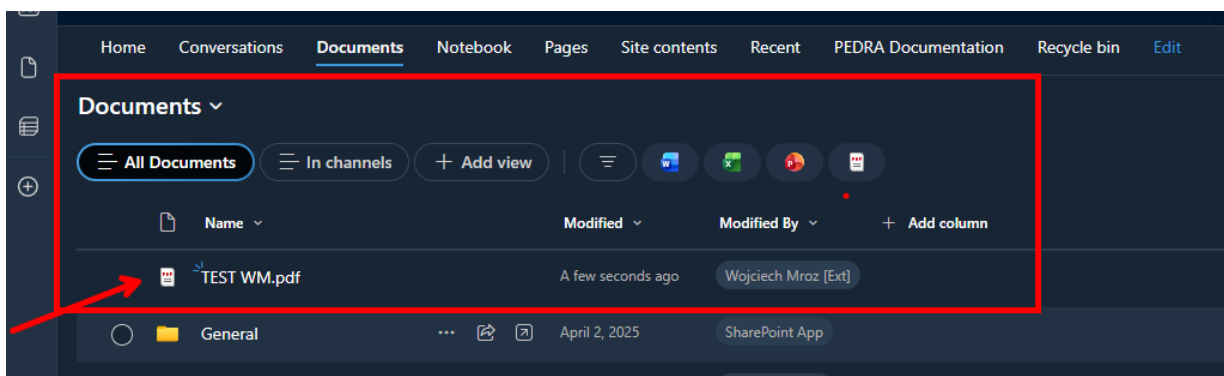
6. Click the “Files upload” or “Folder upload” from the name of the *Document Library*



7. Select the file or folder from your computer and click Open



Result:



Alternativale, you can drag and drop files directly into the library window.

After uploading:

- The file becomes immediately available to users with access.

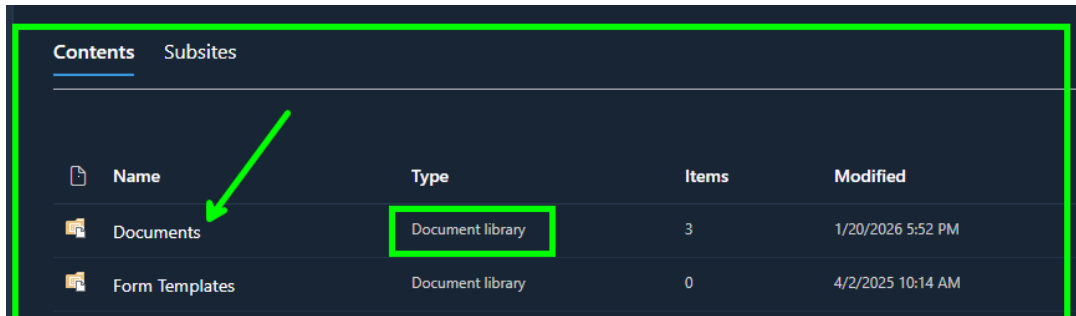
- Version history may be created automatically.
- Metadata fields may require completion (if some are required)

8. How to create a new folder?

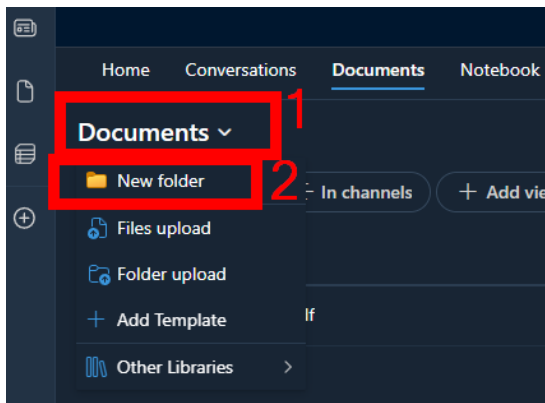
Folders help to organize document logically and improve navigation.

To create a folder:

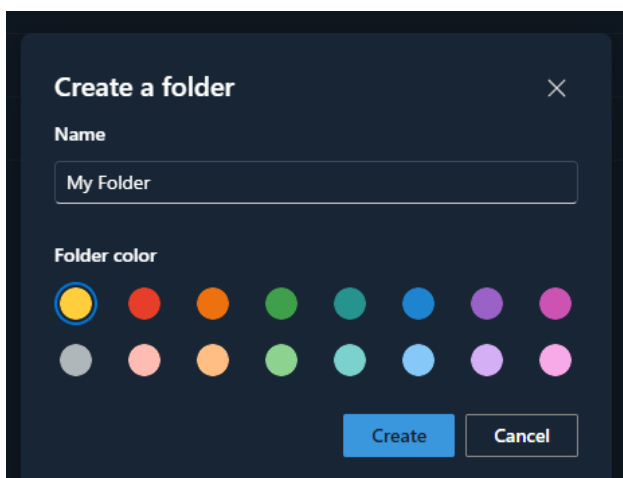
1. Open the appropriate *Document Library* (e.g. Documents)



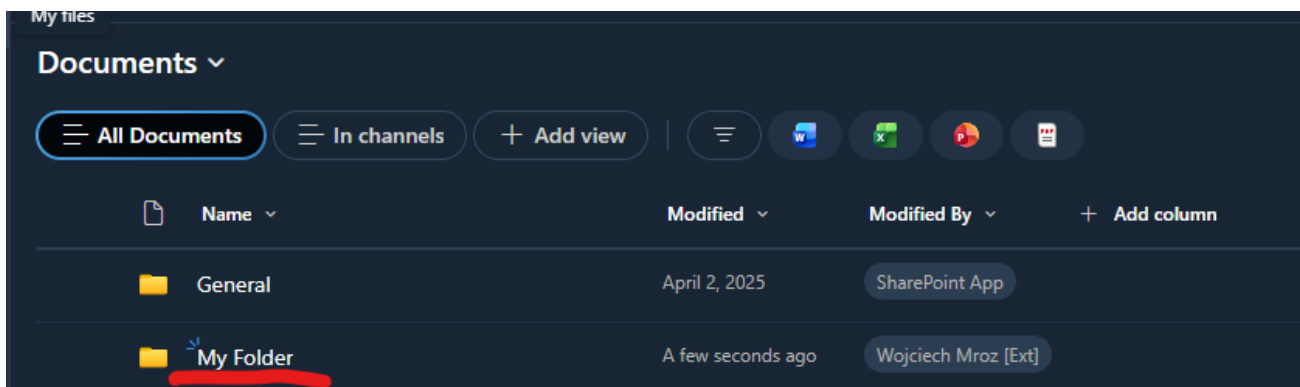
2. Click “New Folder” from the name of the *Document Library*



3. Enter meaningful folder name
4. Click “Create”



Result:



Best practices:

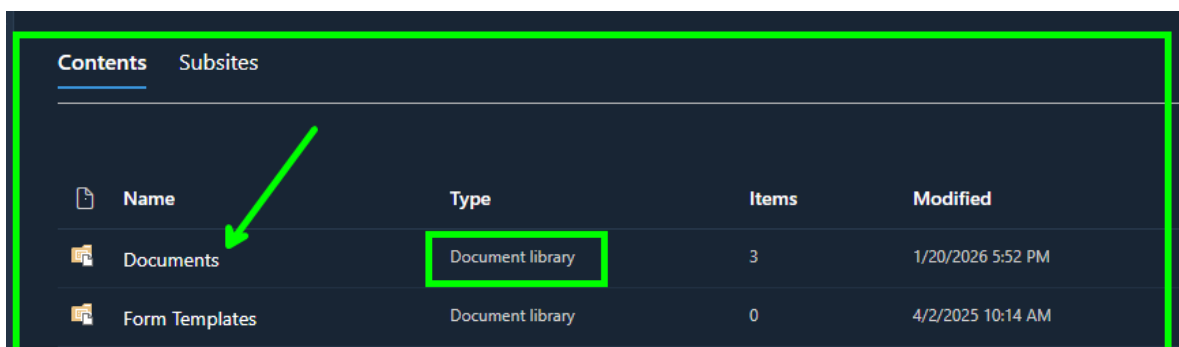
- Avoid overly long folder names
- Use consistent naming standards
- Avoid special characters unless required

9. How to download a file(s)?

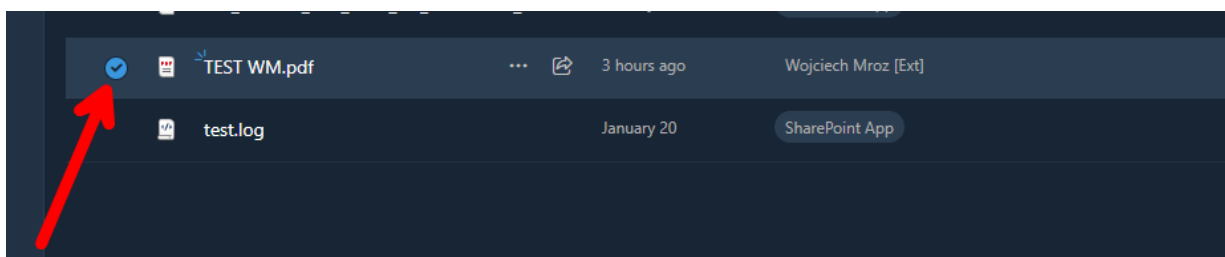
You can download files to your local computer for offline use.

To download a single file:

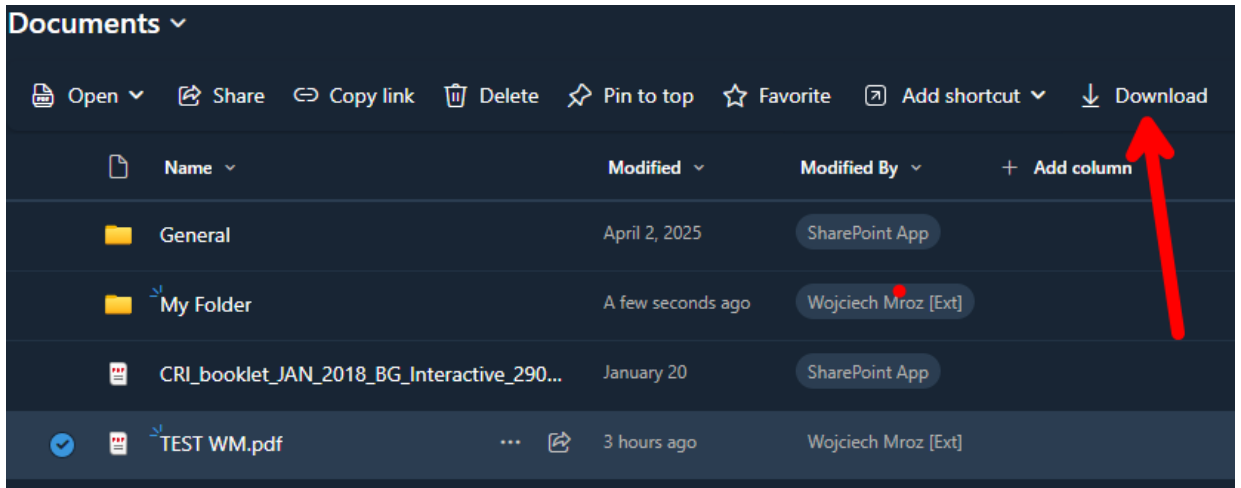
1. Open the appropriate *Document Library* (e.g. Documents)



2. Select the file by clicking the selection circle

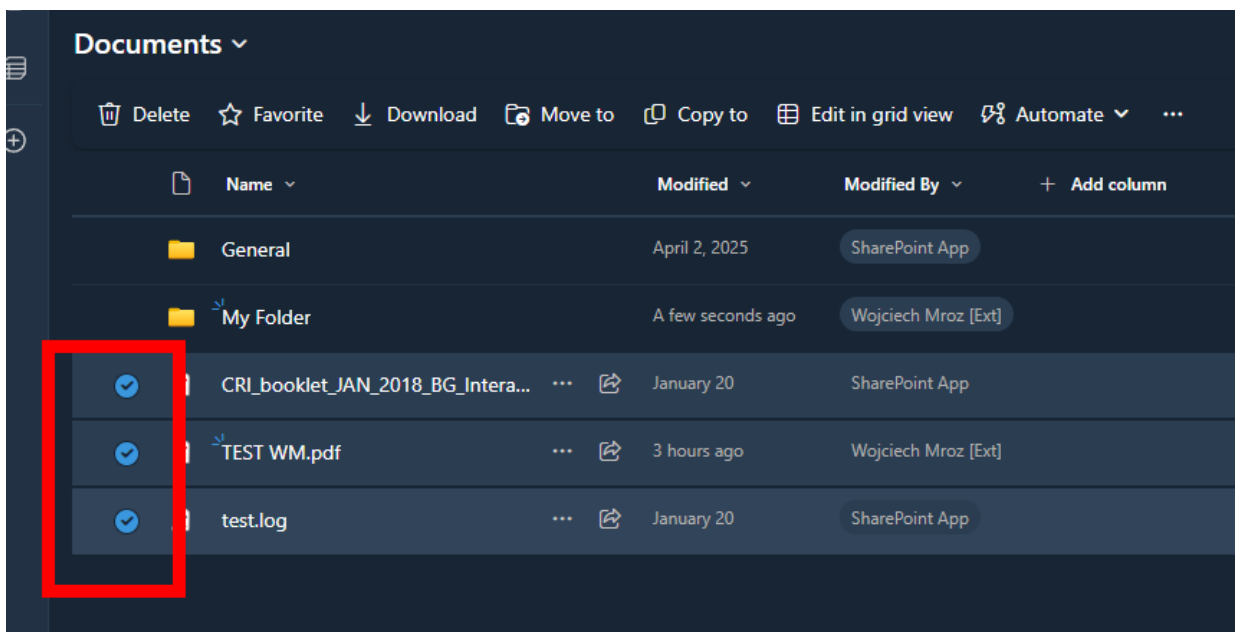


3. Click "Download" from the command bar

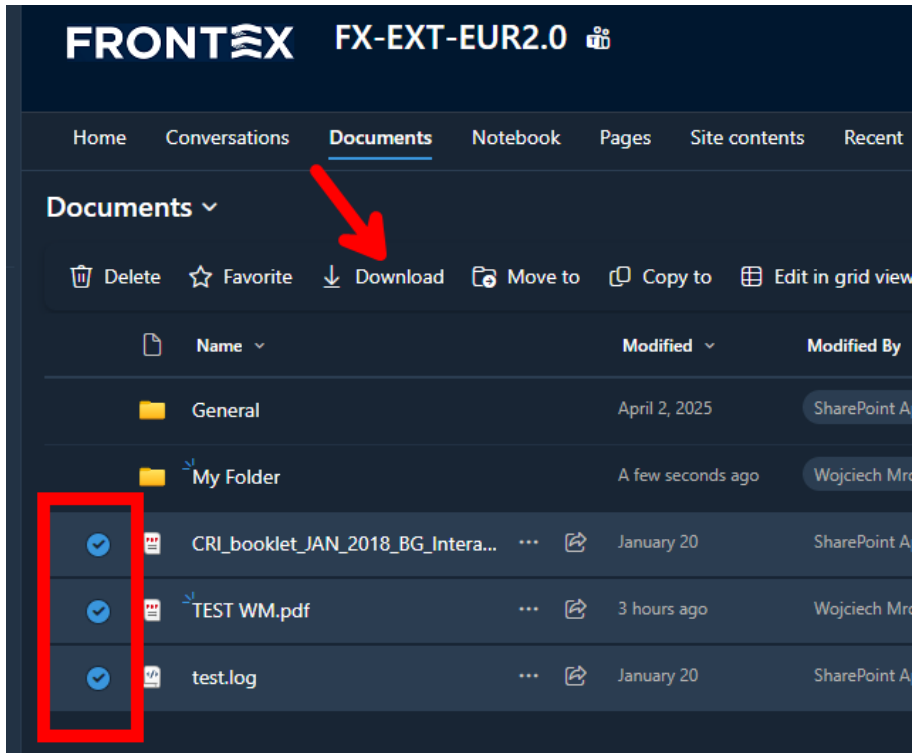


To download multiple files:

1. Select multiple files



2. Click "Download" from the command bar



- SharePoint will generate a ZIP file containing the selected items.

NOTE:

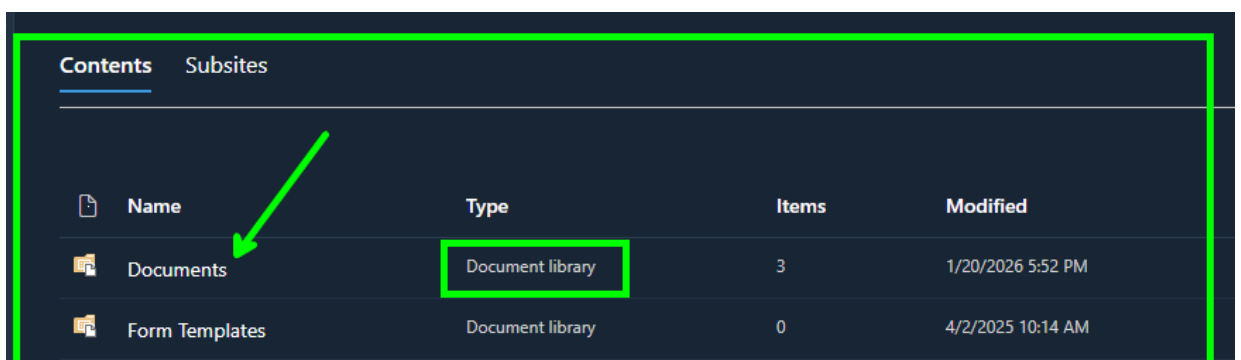
- Large downloads may take time
- Downloading does not remove the file from the SharePoint

10. How to send a link to the file?

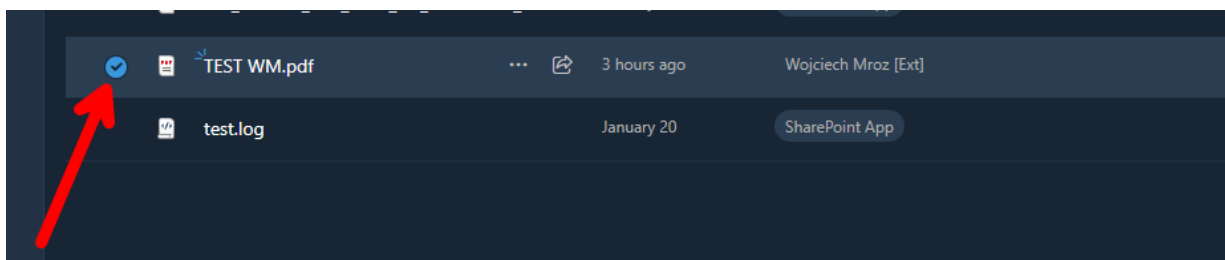
You can share link to a document by sending a link to another user.

To share a file:

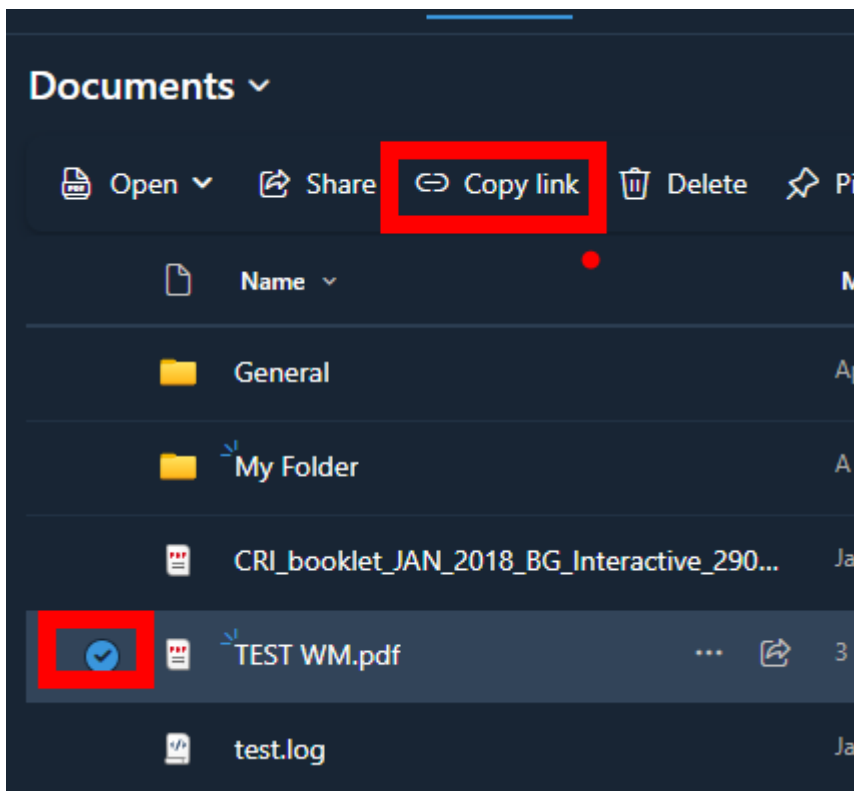
- Open the appropriate *Document Library* (e.g. Documents)



- Select the file by clicking the selection circle



3. Click “Copy link”



4. Paste the link into an email or message.

IMPORTANT:

- The recipient must already have access to the site
- If the user does not have permission, they will receive an access denied message

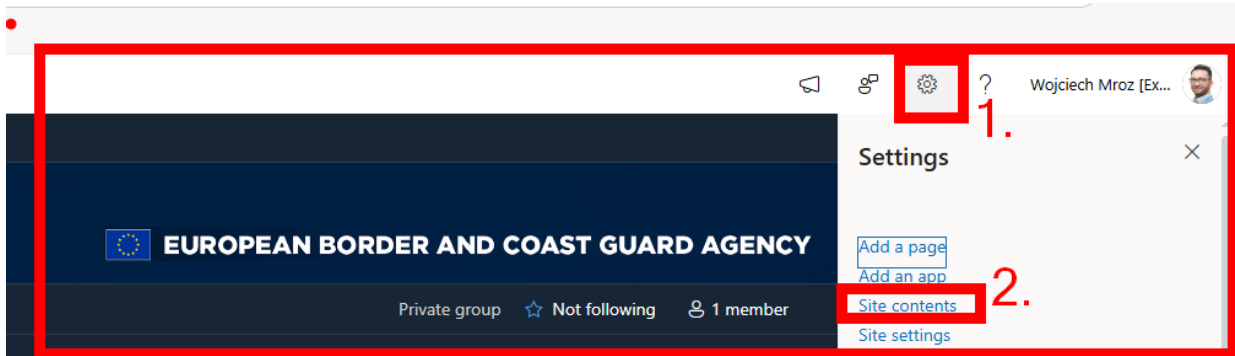
If someone requires access -> Please contact the Site Owner. Only Site Owners can modify permissions or grant access. Please see the list of the Site Owners in the Annex.

11. What if I deleted something unintentionally?

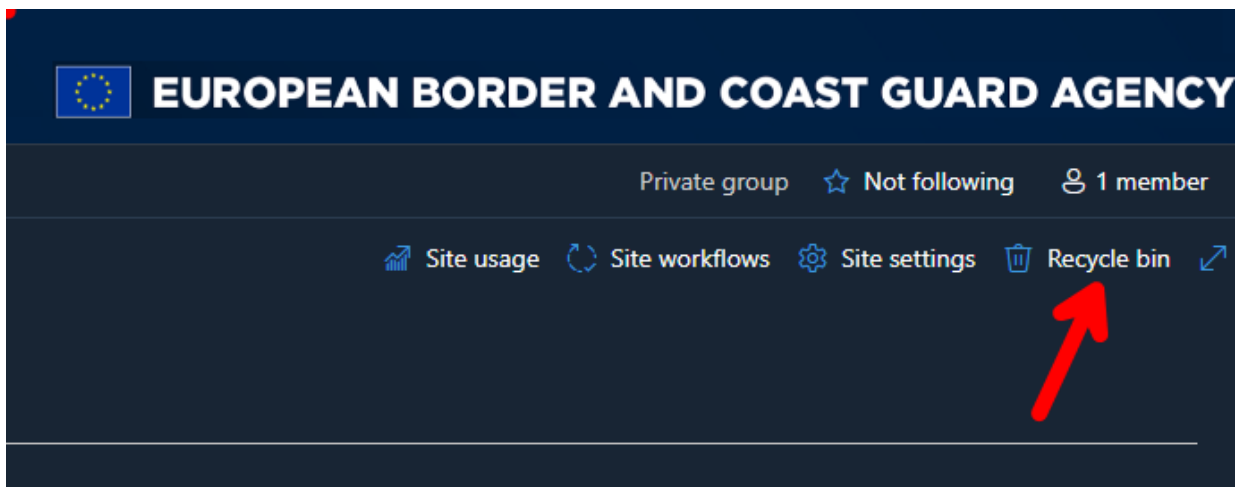
If you accidentally delete a file or folder, it is not permanently removed immediately. Deleted items are moved to the **Recycle Bin**.

To restore a deleted item:

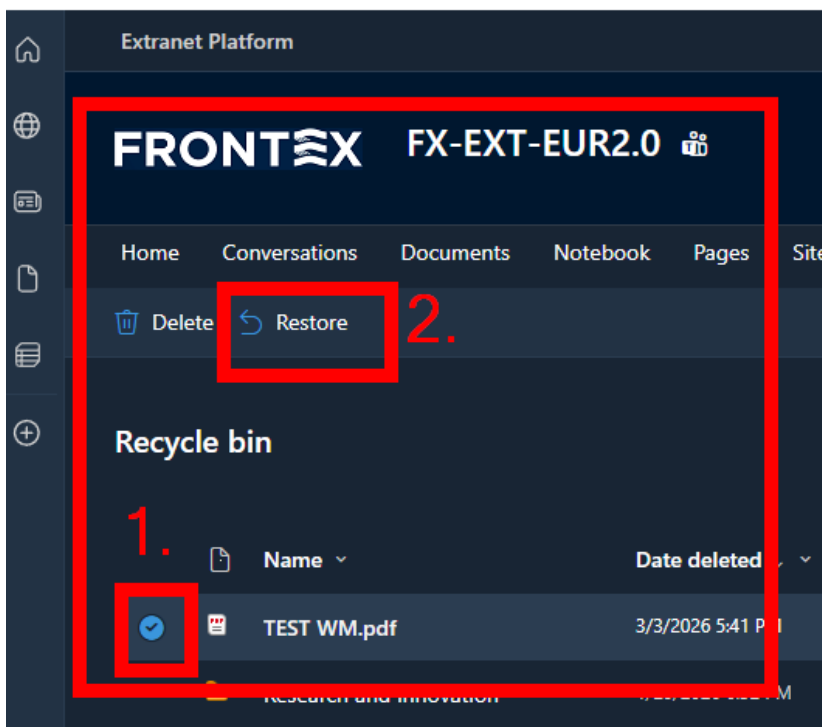
1. Go to “Site Contents” from the right top corner



2. Click "Recycle bin"



3. Locate the deleted file or folder, select it and "Restore"



After restoration:

- The item returns to its original location
- Original permissions remain unchanged

Important:

- Items remain in the Recycle Bin for a limited time (typically 60 days)
- After that period restoration may require administrative support

Annex - Table with Frontex Extranet sites and contact e-mails.

Business Area	Contact e-mail	Extranet Site
Capabilities	PRN@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-ca-plfoshi
Capability Development Planning	cdp@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-CADEP
Frontex Working Groups	EXE.Secretariat@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-frwoqr
Air Boarders Risk Analysis Network	analysis.air@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-ABRAN
EUROSUR (EFN)	EFN@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-EFN
EUROSUR (SAB)	SAB@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-eusaplfosh
Situation Monitoring	sms.ops@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-oppr
Returns	dret@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-RET
Management Board Secretariat	mboffice@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-MB
Law Enforcement Functions	LEF@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-LEF
Platform for Forced Return Monitors	abn@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-fr-plfoshi
Coast Guard Functions	cqf.extranet@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-cogufu
Research and Innovation	Aurelie.Gaudron@frontex.europa.eu , Ricardo.Neisse@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-INNOVATE
Operational Support System Unit	Extranet.ossu@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-OSSU
Operations	EXTRANET.OPERATIONS@frontex.europa.eu	https://frontex.sharepoint.com/sites/fx-ext-Operations