

Access a Shared Document with a Token

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A shared-document token lets you open documentation that has been shared with you through a secure link. This page explains how to use the token link and what to do if you cannot view the document.

Overview

When someone shares documentation with you, they may provide a link that includes a unique access token. The token identifies the shared access invitation, so you can open the document without first navigating through the main **Documents** area.

Use a token link when you receive documentation from a colleague, project owner, or documentation author and need to review the shared content. The link is intended for the recipient it was shared with, so you should treat it as confidential.

After you open the link successfully, you can read the shared document in your browser. Depending on how the document was shared, you may be asked to sign in or accept access before the document is displayed.

 *Screenshot pending: A shared-document access link opened in a browser, showing the shared documentation access screen.*

Prerequisites

Before you begin, make sure you have the following:

- A complete shared-document link containing the token provided by the document owner.
- A supported web browser with an active internet connection.
- Access to the email account or message where the link was sent, if the link was delivered through an invitation.

- Any required Atloria sign-in credentials, if your organization requires authentication before viewing shared documentation.
- Permission from the document owner to access the shared content.

Step-by-Step Instructions

1. Locate the shared-document link in the email, chat message, ticket, or other message sent by the document owner.
2. Check that the link is complete before opening it, including the token portion at the end of the address.
3. Click the shared-document link.
4. Wait for the shared-document access screen to load in your browser.
5. Sign in when prompted by the access screen.
6. Confirm that you are using the account that the document owner intended to grant access to.
7. Follow any on-screen access or invitation prompt shown after you sign in.
8. Select the available confirmation or continue option if the screen asks you to accept the shared access.
9. Review the document once it opens.
10. Use the document title, headings, and visible content to confirm that you opened the expected shared documentation.
11. Return to the shared link if you need to reopen the document later.
12. Contact the document owner if the link does not open the expected document or if you no longer have access.



Screenshot pending: A shared document displayed after successful token-based access, with the document content visible.

Tips and Best Practices

- Keep the token link private. Anyone who receives the link may be able to attempt access to the shared document.

- Open the link directly instead of searching for the document in **Documents**. The main document area includes options such as **Search documents...**, **Create New Document**, and **Export Documentation**, but a shared token link is the appropriate starting point for content shared with you.
- Do not modify, shorten, or remove any part of the link. The token is part of the access information, and an incomplete link may not work.
- Verify the sender before opening an unexpected link. If you did not expect documentation to be shared with you, ask the sender to confirm that the link is legitimate.
- If you already use Atloria, make sure you are signed in to the correct account before opening the link. Access may differ between personal, organization, or project accounts.
- Use the browser's normal bookmark feature only if your organization permits saving links to shared documents. Remember that a bookmark preserves the tokenized link.
- If you need to find documents that belong to your own workspace rather than a shared link, use **Documents** and the **Search documents...** field.

Related Pages

- [View and Search Documents](#)
- [Create a New Document](#)
- [Import Existing Documentation](#)
- [Export Documentation](#)
- [Manage Document Access and Sharing](#)

Troubleshooting

The link does not open

1. Copy the entire link from the original message.
2. Paste the link into your browser's address bar.
3. Check that no characters were omitted or replaced when copying the link.
4. Ask the document owner to send a new shared-document link if the problem continues.

You are prompted to sign in but cannot view the document

1. Sign out of any unintended Atloria account.
2. Sign in with the account that received the shared-document invitation.
3. Open the token link again.
4. Ask the document owner to confirm that your account has been granted access.

The document is unavailable or no longer accessible

1. Refresh the browser page once.
2. Reopen the original token link.
3. Confirm with the document owner that the document is still shared and available.
4. Request a replacement link if the previous token is no longer valid or access has been changed.