

Microsoft 365

Teams user receives "You don't have access" when accessing attachments

This error can occur if you have a new user that took the same email address/user ID as the previous user. Per [this article](#) at Microsoft, here's how to fix it via Powershell. We ran the command against the main Sharepoint site (top) and also the user's OneDrive who was sharing out the documents. This removes the previous user's user-info entry.

```
Remove-SPOUser -Site https://your-365-tenantid
.sharepoint.com -LoginName user-email-who-cannot-access-attachments@your-365-domain
Remove-SPOUser -Site https://your-365-tenantid-my
.sharepoint.com/personal/
user_name_whos_sharing_yourdomain -LoginName user-email-who-cannot-access-
attachments@your-365-domain
```

```
Remove-SPOUser -Site https://your-365-domain-my.sharepoint.com/personal/christina_motipt_com
-LginName user-email-who-cannot-access-attachments@your-365-domain
```

Unique solution ID: #1162

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