### Troubleshooting Shared Drive Access for Remote Users

When a user working from home reports an inability to access their shared drives, please follow these steps:

#### 1. Verify User Profile in Active Directory (AD):

* Locate the user's profile within Active Directory.
* Examine the "Profile" column to identify any specific logon scripts associated with their account.

#### 2. Identify and Run the Correct Logon Script:

* Navigate to the "Logon Script" folder, typically found on the user's desktop.
* Select the appropriate script based on the information gathered from their AD profile.
* Copy and paste this script to the user's desktop.
* Instruct the user to double-click the script to execute it.

#### 3. Confirm Shared Drive Mapping:

* After the script runs, allow a few moments for the mapping process to complete.
* Verify with the user that their shared drives are now accessible.

### How to Check User Active Status in Jump Server

To check a user's active status, use the following command in Command Prompt:

bash

CopyEdit

net user username /domain

Replace username with the actual LAN ID.

### LAN ID Password Reset Rules

For users changing their LAN ID password (3-day cooldown period applies):

* Users **connected to the company network** can change their temporary password.
* Users **not connected to the network** will not be able to do so.
* Advise users to connect via VPN or in-office network to change passwords.

### AS400 ID Management

To manage AS400 user IDs:

* **Enable**: Enter the User ID followed by \*enabled.
* **Disable**: Enter the User ID followed by \*disabled.

### BDS Tagging Procedure

* Log in to the BDS system.
* Navigate to **Administration** > **Printer Workstation Maintenance**.
* In the "PC Name" field, enter the device name to be tagged (applies to all locations).

### BDS ID Unlocking Procedure

* Log in to the BDS system.
* Go to **Administration** > **User Profile Maintenance**.
* Select the user and click **Unlock**.

### Accessing Outlook and Teams on Mobile

* To access company email and Teams on mobile, log a request via the internal ticketing system.

### Requesting Intune Access (Email on Mobile)

1. Access your internal IT service portal.
2. Navigate to the service catalog.
3. Search or navigate to **ID Access Management** > **Create ID** > **Microsoft Intune**.
4. Fill in the required details and submit.

If you encounter errors while submitting the request, please contact the helpdesk.

### Active Directory (AD) Procedures

#### ID Checking

* Press **Ctrl + Alt + Shift** on the AD file location.
* Select **Change User**.
* Log in with admin credentials.
* Switch to the appropriate domain.
* Use the search tool (magnifying glass icon) to find user IDs.

#### ID Disabling

* Follow the same steps as above.
* Search for the user ID.
* Right-click the result and select **Disable Account**.

#### Password Reset

* Follow the same steps as above.
* Search for the user ID.
* Right-click the result and select **Reset Password**.