Subject: RE: Unable to Access Shared Drive

Hi Jhon

Thank you for reaching out. I understand how important it is to access your shared drive files, and I'm here to help resolve this quickly. If you're receiving an error related to incorrect credentials, please confirm whether your login information might be outdated. If so, your department head can issue new credentials, as they have the authority to manage access. If you've already been given credentials but lost access, you can contact the IT helpdesk directly to reset your password—please be ready to verify your identity with some basic information. In urgent situations, you can also access the shared drive using any computer in the departmental shared labs, which only require your employee ID and do not need additional credentials. Please let me know how you'd like to proceed or if you need help contacting your department head.

Best regards,

IT Helpdesk Support