

Title: Access Request for Shared Drives

Scenario:

An employee needs access to the Finance shared drive to retrieve budget templates.

Steps:

1. Navigate to the IT Service Portal.
2. Select 'Access Request' from the service catalog.
3. Choose 'Shared Drive Access' and specify the drive name (e.g., Finance).
4. Enter the business justification and manager's email for approval.
5. Submit the request and track status under 'My Requests'.

Troubleshooting:

1. Ensure you are connected to the corporate VPN if accessing remotely.
2. Verify that your user ID is active and not locked.
3. Contact your manager to confirm approval was submitted.