

From: john.smith@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: File Access Denied - Ticket #4582  
Date: 2023-05-15 14:30:23

Thank you so much for your help! I can now access the files without any issues. I appreciate your quick response and resolution.

Best regards,  
John Smith

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From: helpdesk@acmecompany.com  
To: john.smith@acmecompany.com  
Subject: Re: File Access Denied - Ticket #4582  
Date: 2023-05-15 14:15:47

Hello John,

I'm glad to hear that you can now access the files. The issue occurred because of an automatic security update that temporarily reset some user permissions. We've adjusted the settings to prevent this from happening in the future.

If you experience any further issues, please don't hesitate to reach out.

Best regards,  
Sarah Thompson  
IT Support Team

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From: john.smith@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: File Access Denied - Ticket #4582  
Date: 2023-05-15 13:55:12

Hi Sarah,

I've tried logging out and logging back in as you suggested, and I can now access the files.  
Thank you for your help!

John

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From: helpdesk@acmecompany.com  
To: john.smith@acmecompany.com  
Subject: Re: File Access Denied - Ticket #4582  
Date: 2023-05-15 13:40:36

Hello John,

Thank you for providing that information. I've checked your account and it appears that your permissions are correct. Sometimes, temporary issues can occur due to caching or session problems. Could you please try logging out of your account completely and then logging back in? This often resolves access issues.

If the problem persists after trying this, please let me know and I'll investigate further.

Best regards,  
Sarah Thompson  
IT Support Team

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From: john.smith@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: File Access Denied - Ticket #4582  
Date: 2023-05-15 13:25:09

Hello IT Support,

I'm having trouble accessing some important files in the Marketing Projects folder on our shared drive. When I try to open them, I get a "Access Denied" message. I was able to access these files yesterday without any issues.

Can you please help me regain access? I need these files for a presentation later today.

Thank you,  
John Smith  
Marketing Department