GSD. Network - Map a Network Drive

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General Information:

Possible symptoms/errors:

User wants to know how to Map a Network Drive

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

A drive mapping is a connection to a directory within the network that is represented as a drive with its own letter. The following steps will guide how to map a network drive in Windows 7 and Windows 10:

Details:

Windows 10:

Advise user to right click on the Windows Start button and to click Explorer.

User must click This PC on the navigation pane.

Inform them to click the drop-down under Map Network Drive at the upper part of the Window and to select Map network drive.

Advise user to select the drive letter and network drive path they would need to access. Alternatively, they can place enter the path manually without the leading drive letter.

NOTE: User must ensure that access has been granted to them before mapping the network drive.

Guide them to put a check beside Reconnect at sign-in if they wish to be connected to the drive every time they log on to their computer. They can also check the Connect using different credentials option if they need to use another credential for access.

NOTE: Reconnect at sign-in is checked by default.

User must click Finish once done.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A