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A large, solid red chevron shape is positioned diagonally across the center of the slide. It points from the bottom-left towards the top-right, with its tip located near the middle of the slide's width and height.

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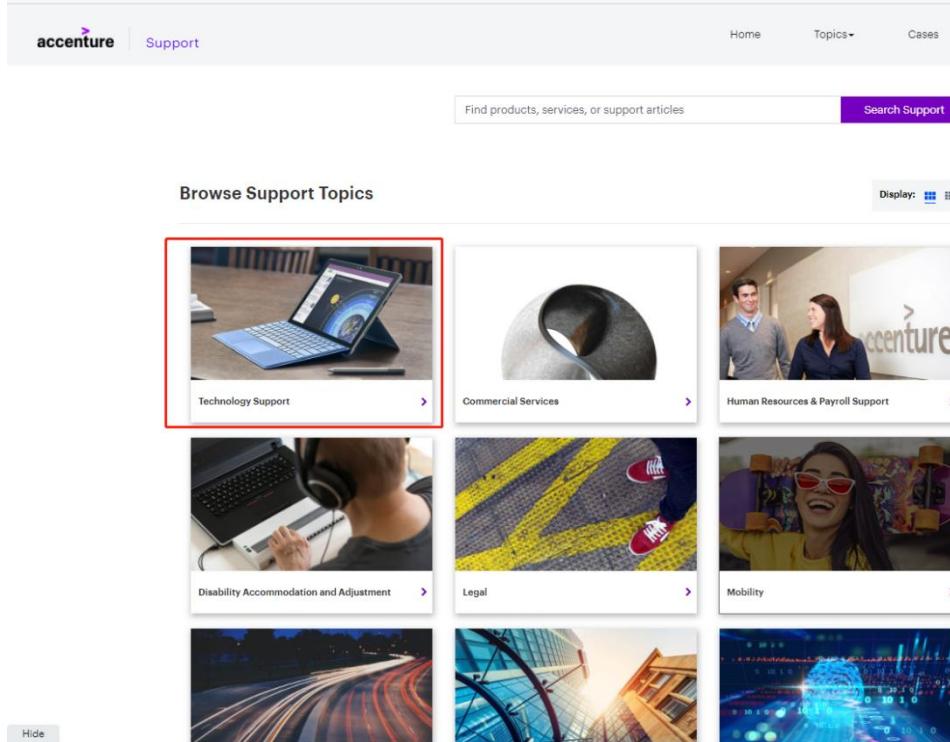
如何申请共享文件夹权限：

问题描述：

当用户想访问项目共享文件夹时候，系统提示无权限访问。

指导步骤：

1. 请打开<https://support.accenture.com> 并点击Technology Support。

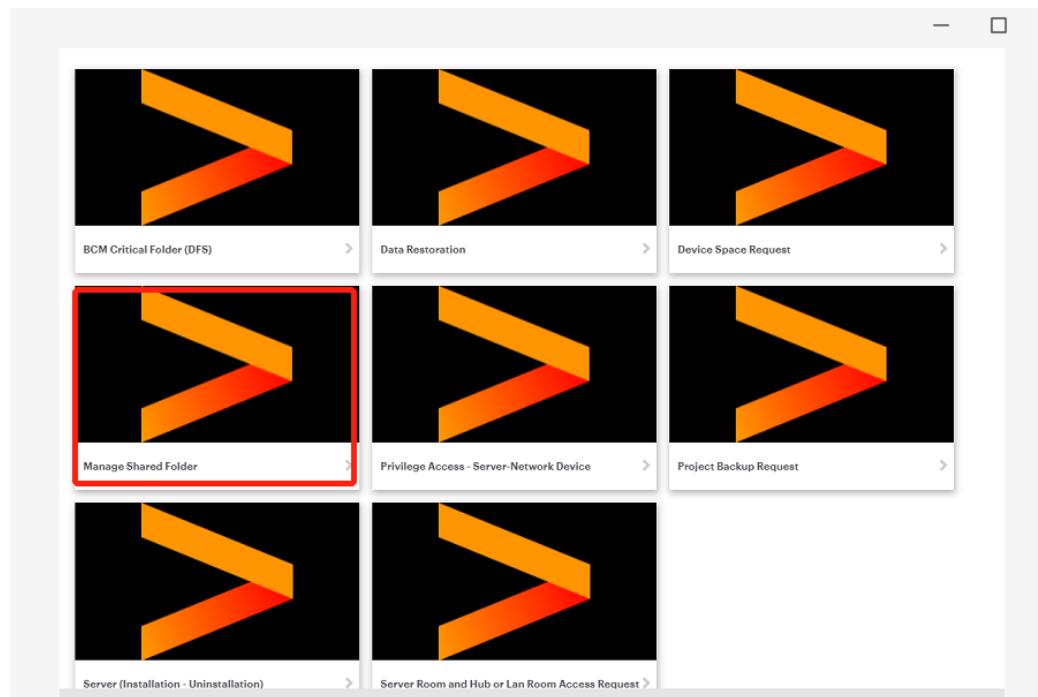


2. 看页面左侧，在Browse and Order Services选择On-Promise Services，并点击On-Promise Services。

The screenshot shows the Technology Support homepage. On the left, there's a sidebar with 'Topic Home', 'Quick Links', 'Popular Solutions', and 'Popular Services'. Below these is a red box around 'Browse All Services & Solutions' with a red arrow pointing to it. Underneath is a purple box for 'Pending Actions' showing a password expiration in 69 days and a device compliance issue. To the right is a large grid of service categories:

- Browse All Services & Solutions**: Includes Accenture Conferencing, Audio & Webconferencing, Microsoft Teams & Skype for Business, Video Conferencing & Collaboration.
- Asset Management & Procurement**: Includes Asset Management Products, IT Assets Changes, Procurement.
- Broadcast Services**: Includes Accenture Productions, Self-Serve Broadcast.
- Hosting Services**: Includes Cloud Services, **On-Promise Services** (which is highlighted with a red box and a red arrow).
- Digital Workplace Solutions**: Includes Digital Signage, Video Display Walls, Wireless Content Sharing.
- Productivity Tools**: Includes Content Creation, Email, File Storage & Backup, Office Suites, Reporting & Analytics, Visio & Project.
- Security & Compliance**: Includes Access & Rights Requests, Audits & Assessments, Identity Services, Infrastructure & Cloud Security, Security Services & Exceptions, Workstation Security Products.
- Workstations**: Includes Print & Scan, Rental & Shared Workstations, Workstation Catalog.
- Technology and Application Support**: Includes Business Applications, Client & Project Technical Resources, Cross-Technology Changes.
- Software**: Includes Find and Download Software, Software Services & Exceptions.
- Mobile & Telephony**: Includes Call Center Solutions, Fax Service, Mobile Phones, Telephony.

3. 点击“**Manager Share folder**”，一般就可以看到网页将会跳转至申请表格界面，你需要填写必要信息完成申请。



* Project name

If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated

* Workstation details

* Business unit ... None ..

* Shift schedule ... None ..

* Approver EID/ sponsor

* WBS element

* Date required 2022-03-04

Request Details

* Type of Requirement Access Control Review Inquiry

Provide details of the folder (i.e. Shared Folder Name or path)

* Project Name

File Server Name/IP Address

* Comments

A detailed view of the 'Manage Shared Folder' request form. It includes fields for Project name, Workstation details, Business unit, Shift schedule, Approver EID, WBS element, Date required (with a date input and a small calendar icon), Request Details (Type of Requirement dropdown set to 'Access Control Review Inquiry'), a field for folder details, Project Name, File Server Name/IP Address, and Comments.

4. 必要信息填写重点如下 : Approver EID / Sponsor /WBS Element

- a. **Project Name:** 需要填写准确的项目名，项目名选对，才能找到对应的Approver。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- b. **Workstation Details:** 需填写楼号、座位号和联系电话
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID:** *需要Level 7 或以上*. 批准人会收到一封来自于系统的提醒邮件，可以通过邮件获悉如何申请并查看提交人填写的相关申请信息等
- e. **WBS Element :** 一个有效的WBS Code
- f. **Type of Requirement:** Accessory Control Review
Inquiries——申请已有公共盘权限，Create/ Delete，新建或者删除公共盘。
- g. **Provide details of the folder:** 根据下表，找到您share folder 目录的路径对应的IP地址，并填写到表格里

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\dlcgvfs0003	10.254.161.133
B24#	AO	\dlcgvfs0002	10.254.161.132
B29#&B28#	ATC	\vrtdlhfs1001	10.237.161.148
B29#&B28#	AO	\dlhgvfs2001	10.237.161.185

5. Comments

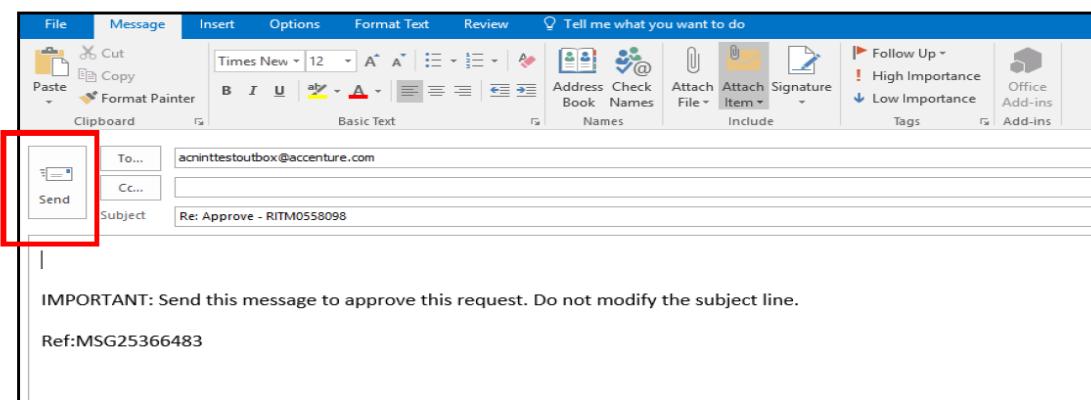
您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

例如：您好，请帮忙加XXX加入到XXX公共盘

6. **Approve Request** 一旦您的申请表格提交后，您的**批准人**会自动收到一封系统邮件。



批准人根据邮件内容里涉及的申请信息，可以选择**Approve, Reject, or Request Clarification**，点击电子邮件中相应的链接。点击链接后，一封电子邮件将根据审批人的决定自动生成。审批人需要点击Send来处理决定。



注：审批人也可通过埃森哲支持中心进行审批。单击Tickets然后单击Approvals以查看未完成的审批并对其采取操作。

===== 中文版本 , 请参阅上文 =====

How to Apply for Share Folder Permission:

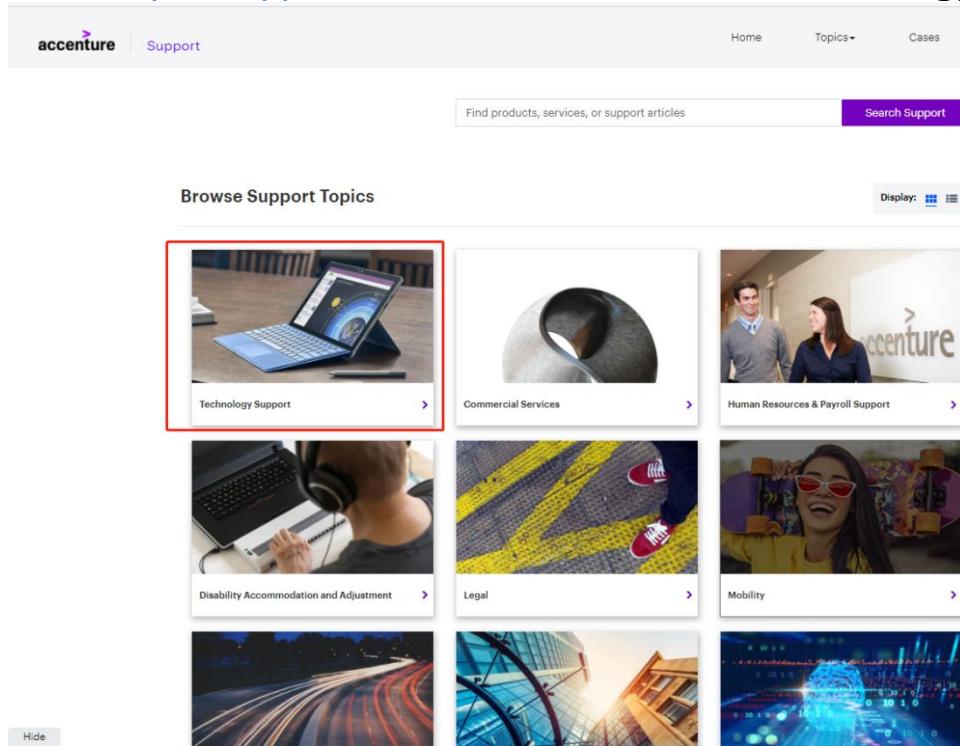
Issue of Description:

User cannot access to project share folder with permission error.

Solution:

Create Request

1. Go to <https://support.accenture.com> and click **Technology Support**.

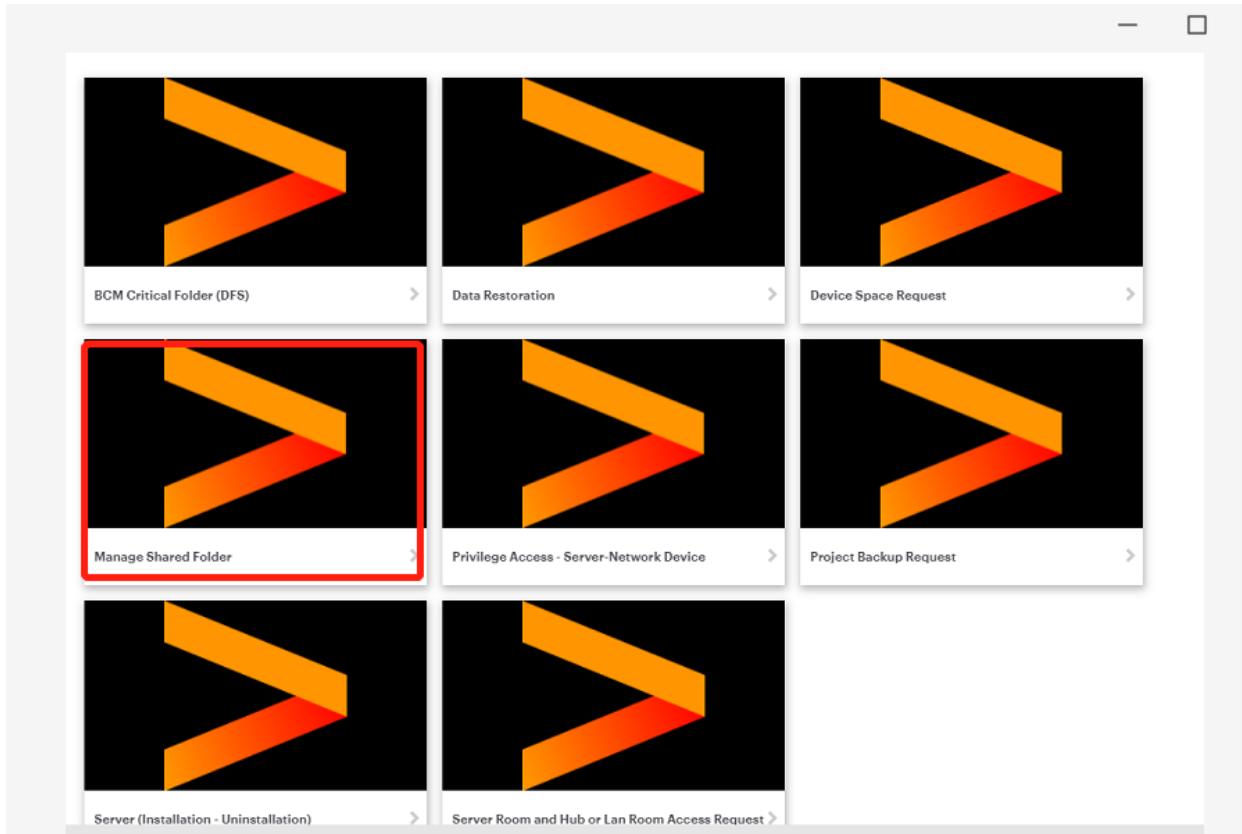


2. Please click **Browse and Order Services** on the left side of the page, then click **On-Promise Services**.

The screenshot shows the Technology Support portal interface. On the left, there's a sidebar with 'Pending Actions' (password expiration in 69 days) and 'Devices out of compliance' (1). The main area is titled 'Browse All Services & Solutions' and contains several service categories:

- Accenture Conferencing**: Audio & Webconferencing, Microsoft Teams & Skype for Business, Video Conferencing & Collaboration.
- Asset Management & Procurement**: Asset Management Products, IT Assets Changes, Procurement.
- Broadcast Services**: Accenture Productions, Self-Serve Broadcast.
- Cloud Services**: On-Promise Services (highlighted with a red box and arrow).
- Connectivity Services (Network)**: Accenture Locations, Arranged Services, IP Services, Network Operations Services, Remote Locations.
- Digital Workplace Solutions**: Digital Signage, Video Display Walls, Wireless Content Sharing.
- Hosting Services**: Cloud Services, On-Promise Services (highlighted with a red box and arrow).
- Mobile & Telephony**: Call Center Solutions, Fax Service, Mobile Phones, Telephony.
- Productivity Tools**: Content Creation, Email, File Storage & Backup, Office Suites, Reporting & Analytics, Visio & Project.
- Security & Compliance**: Access & Rights Requests, Audit & Assessment, Identity Services, Infrastructure & Cloud Security, Security Services & Exceptions, Workstation Security Products.
- Software**: Find and Download Software, Software Services & Exceptions.
- Technology and Application Support**: Business Applications, Client & Project Technical Resources, Cross-Technology Changes.
- Workstations**: Print & Scan, Rental & Shared Workstations, Workstation Catalog.

3. Click “Manage Share Folder”, you will be directed to the request form. Populate the fields as necessary.



The screenshot shows a software interface with a grid of nine items. Each item has a large orange and yellow chevron icon on a black background. Below each icon is a label and a right-pointing arrow. The items are:

- BCM Critical Folder (DFS)
- Data Restoration
- Device Space Request
- Manage Shared Folder (highlighted with a red border)
- Privilege Access - Server-Network Device
- Project Backup Request
- Server (Installation - Uninstallation)
- Server Room and Hub or Lan Room Access Request

Below the grid, there is a form with various input fields:

- * Project name:** A dropdown menu. A blue banner message says: "If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated".
- * Workstation details:** A text input field.
- * Shift schedule:** A dropdown menu with "None" selected.
- * WBS element:** A text input field.
- * Business unit:** A dropdown menu with "None" selected.
- * Approver EID/ sponsor:** A text input field.
- * Date required:** A date input field showing "2022-03-04" with a calendar icon.
- Request Details:**
 - * Type of Requirement:** A dropdown menu with "Access Control Review Inquiry" selected.
 - Provide details of the folder (i.e. Shared Folder Name or path):** A text input field.
- * Project Name:** A text input field.
- File Server Name/IP Address:** A text input field.
- * Comments:** A text input field.

4. Enter necessary information as follows: **Approver EID / Sponsor /WBS Element**

- a. **Project Name:** Correct project name is required
- b. **Workstation Details:** fill in contact number
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID:** *Level 7 or above.* The approver will receive an email request with details on how to review and approve.
- e. **WBS Element-**A WBS is required for both individual and bulk requests. The WBS element will be validated immediately to confirm that the code inputted is enabled and open. You will not be able to submit the request if the WBS element is not validated successfully.
- f. **Type of Requirement:** Accessory Control Review
Inquiries—Apply exist share folder access , Create/
Delete , create a new or delete share folder
- g. **Server IP address:** please select your share folder IP address according to below table list.

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\\\dlcgvfs0003	10.254.161.133
B24#	AO	\\\dlcgvfs0002	10.254.161.132
B29#&B28#	ATC	\\\vrtdlhfs1001	10.237.161.148
B29#&B28#	AO	\\\dlhgvfs2001	10.237.161.185

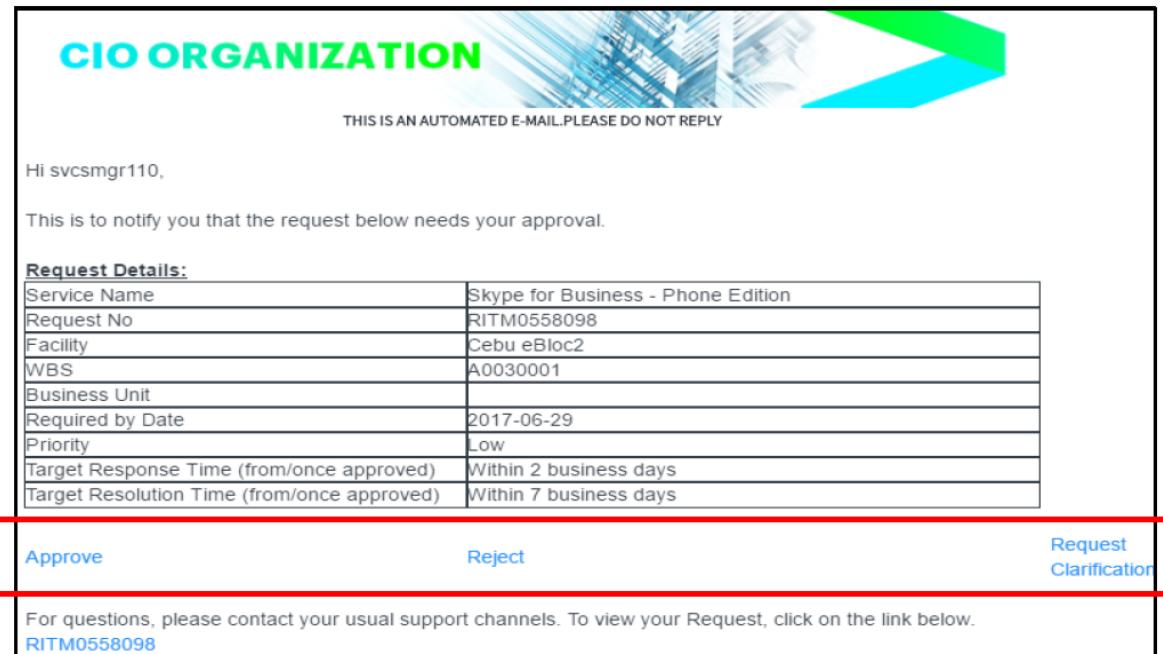
5. **Comments**

You can input additional information to help your approver validate your request
in the free text box at bottom of form.

6. **Approve Request**

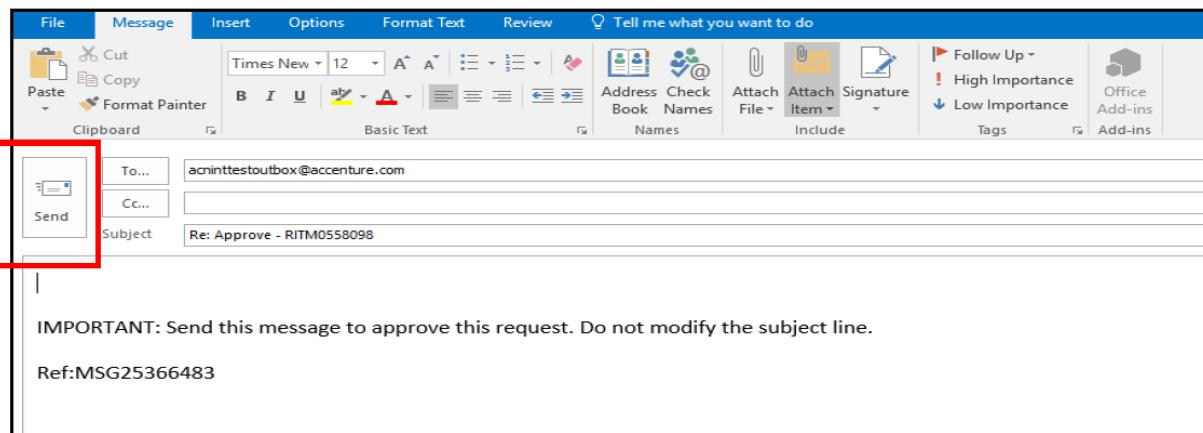
The **Approver** will receive an automated email notification from the CIO

Organization once the request is submitted.



The email will include details on the request. Upon reviewing, approver may choose to **Approve, Reject, or Request Clarification**. Click the appropriate link directly in the email.

Upon clicking link, an email will automatically generate based on approver's decision. **The Approver need to click Send for the decision to process.**



Note: Approver also approve through Accenture Support. Click Tickets and then Approvals to view and take action on outstanding approvals.

