WHITELEY OLIVER

Drive Mapping Procedure

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Prerequisites:

1) You must know your Microsoft Office password
2) You must have changed your password after 11/1/2021 or your account must have been created after that date.
3) You must be on a Whiteley Oliver network, or connected to the Whiteley Oliver VPN. If you intend to access these shares remotely, you must also request access to the "VPN Users" group.
4) You must have requested access to the appropriate file share groups
    - **FileShare-Accounting** = F: \\files.whiteleyoliver.local\accounting (requires approval from Tammy Yellott or Wilson Waggoner)
    - **FileShare-MWA-Engineering** = W: \\files.whiteleyoliver.local\engineering, and A: \\files.whiteleyoliver.local\archive_engineering
    - **FileShare-Soliver** = X: \\files.whiteleyoliver.local\soliver
    - **FileShare-Soliver-Field** = T: \\files.whiteleyoliver.local\field
    - **FileShare-Soliver-Zdrive** = Z: \\files.whiteleyoliver.local\zdrive

If you do not know your email password, you will need to reset it. If you have not changed your email password in the last 30 days, you will need to change it. This step is not optional. If you must change or reset your email password, please wait 10 minutes before proceeding with the drive map steps. You can go to https://myprofile.microsoft.com to change your password.

Once these prerequisites are met, you may proceed to the next steps.

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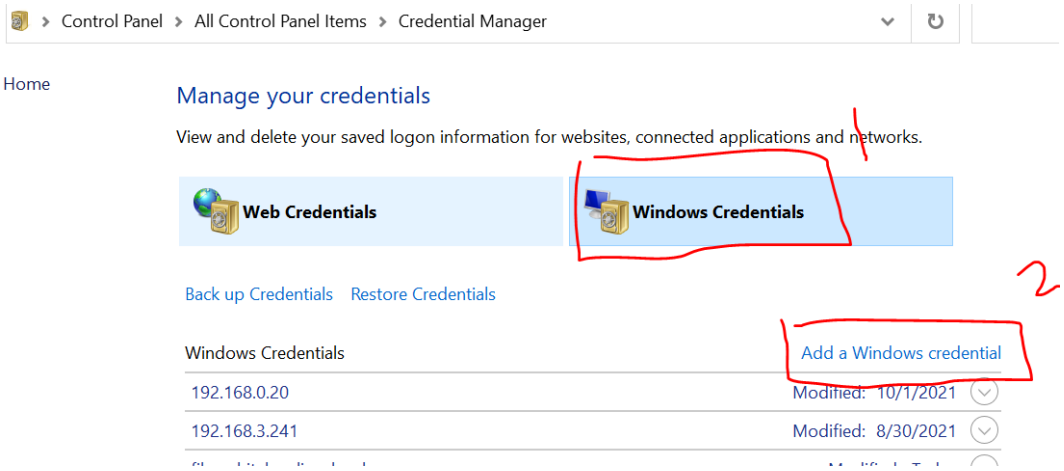
Step 1:

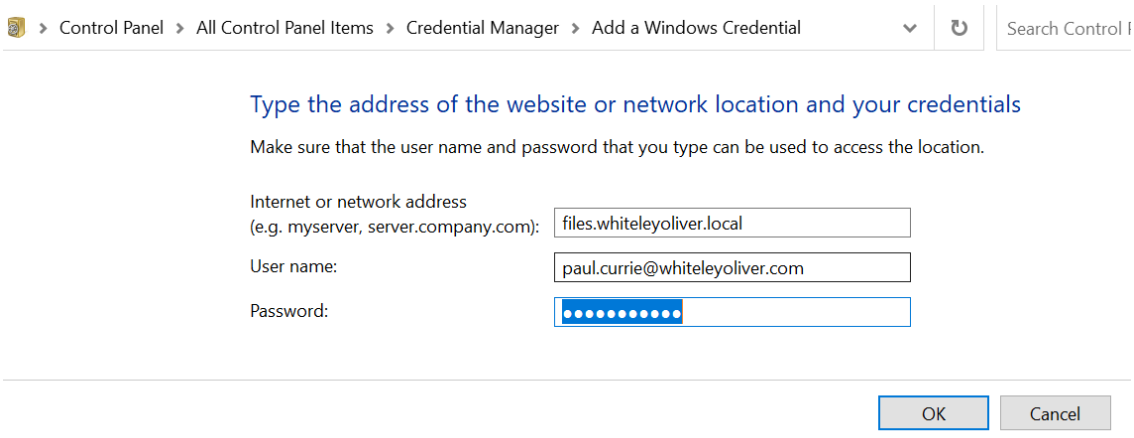
Click start

Type Credential Manager and click to open credential manager

Click on Windows Credentials and Add a Windows credential.



In the next window that opens, fill out the form using files.whiteleyoliver.local , your own email address and email address password. Then click ok.



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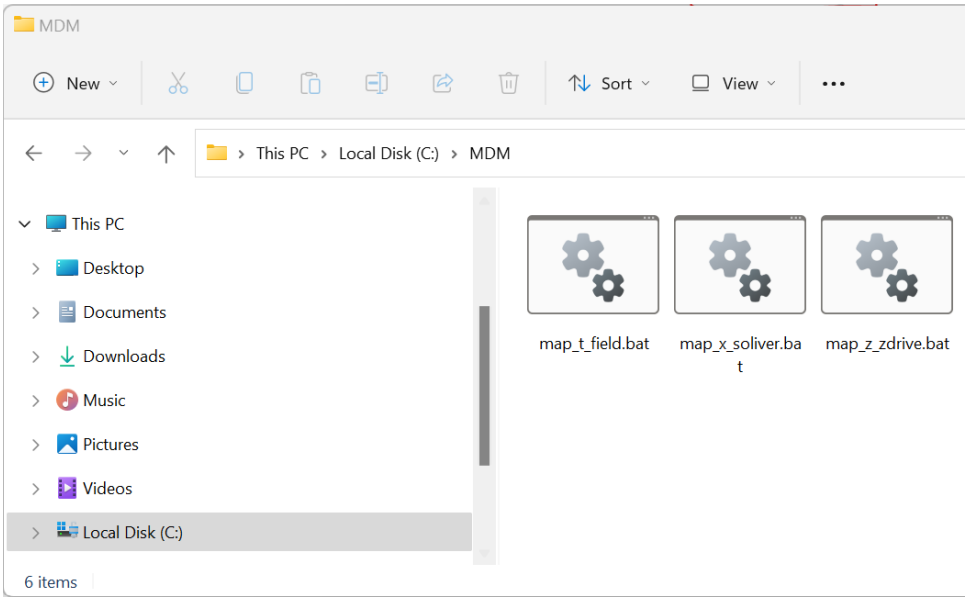
Step 2:

Once you've been added to a file share group, Whiteley Oliver's IT management systems will queue your computer to download files to make drive mapping easier.

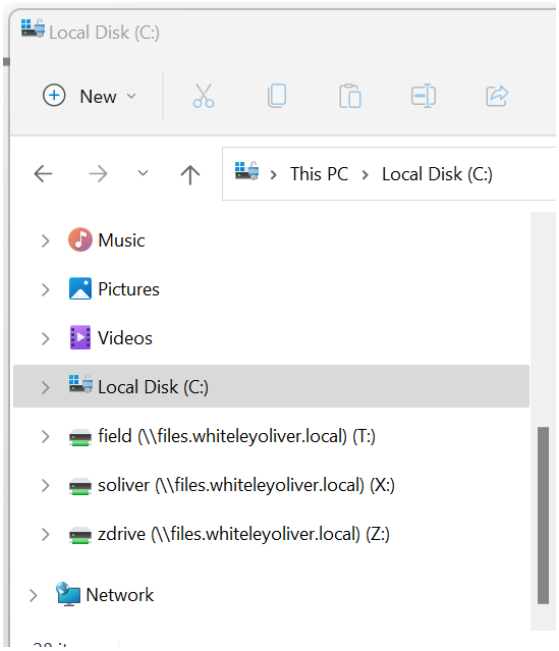
Open Explorer

Navigate to this c:\mdm in the left pane.



You should see files related to mapping drives you have requested access to in the right-hand pane. Double-click each file to complete the drive mapping procedure.

You should now see drive mappings for each of the drives mapping procedures you executed.



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Troubleshooting:

- If you did not change your password and wait 10 minutes, you will need to do so before being able to successfully complete the drive mapping procedure. See Step 1
- If you don't see the files in your c:\mdm folder, you will need to reboot (or restart the Microsoft Intune Management Extension service) and look again. There is a process that runs periodically to download these files if you were added to the respective groups. It is not an immediate process and could take several minutes. Also make sure that you have an active internet connection.
- If you do not see the c:\mdm folder at all, contact support. You are either running an unsupported version of Windows (Windows 10/11 Home), or your computer is not properly enrolled in Microsoft Intune.
- If you changed your password after successfully completing the drive map procedure, you will need to go back through step 1 and update the password stored in windows. Your account will most likely be locked, so you will also have to wait 10 minutes before the drive mapping is able to successfully connect.