

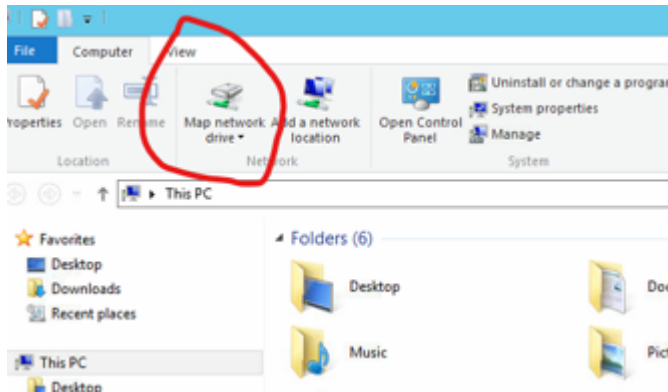
## Unabel to access shared folder via VPN

Wenda Ruan - 2024-04-05 - Internet & Connectivity

Issue: Connected to VPN successfully but unable to open Shared Folder, you can try the below troubleshooting steps:

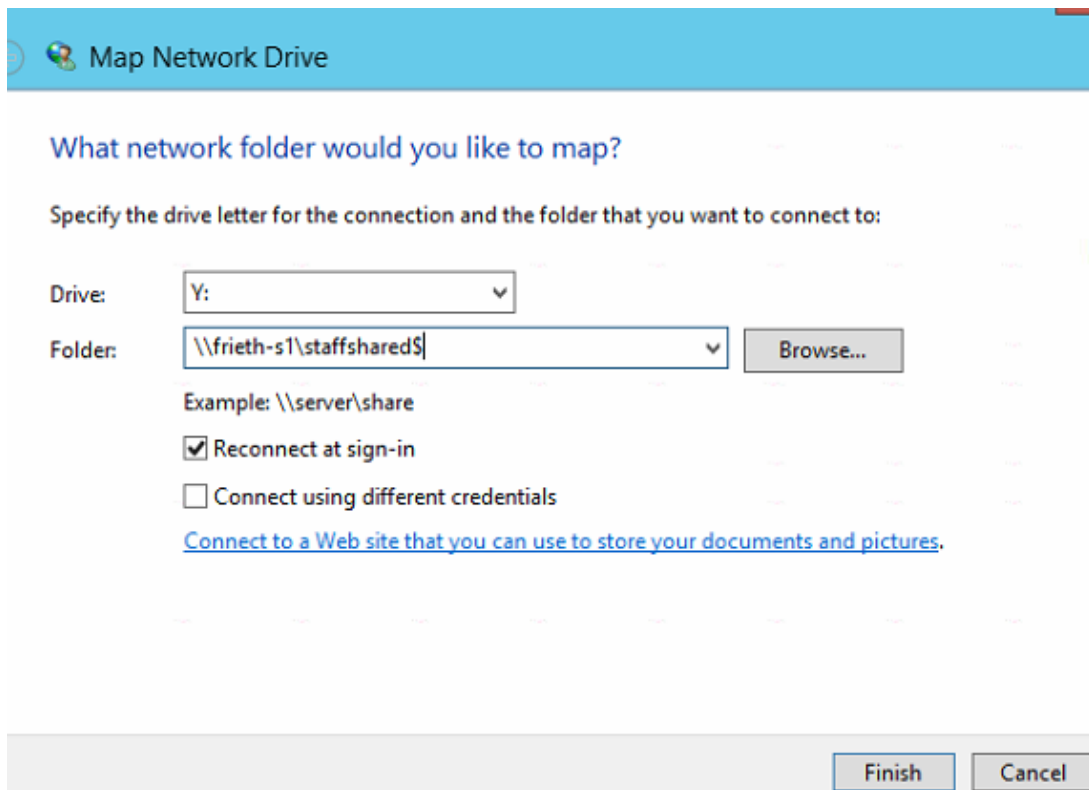
Open Document /File Explorer

Click on Map Network Drive,



To access the Frieth Staff Shared folder enter the below info:

\\frieth-s1\staffshared\$



The screenshot shows the 'Map Network Drive' window with a blue header bar. The main title is 'Map Network Drive'. Below it, the question 'What network folder would you like to map?' is displayed. A sub-instruction says 'Specify the drive letter for the connection and the folder that you want to connect to:'. There are two input fields: 'Drive:' with a dropdown menu showing 'Y:' and 'Folder:' with a text box containing '\\frieth-s1\staffshared\$' and a 'Browse...' button. Below these fields is an example path '\\server\share'. There are two checkboxes: 'Reconnect at sign-in' (checked) and 'Connect using different credentials' (unchecked). A blue hyperlink is present: 'Connect to a Web site that you can use to store your documents and pictures.'. At the bottom right, there are 'Finish' and 'Cancel' buttons.

Map Network Drive

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: Y: ▼

Folder: \\frieth-s1\staffshared\$ ▼ Browse...

Example: \\server\share

☒ Reconnect at sign-in

☐ Connect using different credentials

[Connect to a Web site that you can use to store your documents and pictures.](#)

Finish Cancel

Click Finish

**Contact IT Support:** If none of the above steps resolve the issue, contact your IT support team for further assistance. They may need to perform additional troubleshooting to resolve the problem.