

REMAPPING DRIVES IF THEY DISAPPEAR WHEN REMOTE WORKING

When working from home, using a Swivel licence to access the NHS VPN enables you to access both the shared drive and your personal drive, just as if you are in the practice.

Sometimes when you login one of these drives may have disappeared. One way to make them reappear is to restart your laptop, however this is time consuming and is not guaranteed to work everytime. Outlined below is an alternative method that is much more reliable and does not require restarting your device:

1. Open **File Explorer**
2. Click **This PC** in the menu on the left
3. Click **Map network drive** on the **Computer** tab at the top
4. In the **Drive:** dropdown select the appropriate letter depending on if it is the shared drive or your personal drive that has disappeared:
 - a. If the shared drive has disappeared select **L:**
 - b. If your personal drive has disappeared select **H:**
5. In the **Folder** box type the appropriate file path, again depending on if it is the shared drive or your personal drive that has disappeared:
 - a. If the shared drive has disappeared type **\\sh-universityvm\\library**
 - b. If your personal drive has disappeared type
\\sh-universityvm\\users\\YourUsername replacing YourUsername with the username you use to log into the laptop (e.g. \\sh-universityvm\\users\\JohnDoe)
6. Make sure **Reconnect at sign-in** is ticked
7. Click **Finish**