



Article	GEN: Access Faculty' SHARES folder(s)	Level	INTERMED
Symptom	You wish to access the, server based, Faculty' folders and documents		
Cause	None		
Resolution	Connect to the Faculty' SHARES, to access folder from your computer		
Dated	Monday, December 8, 2008 8:16 AM		

SUMMARY

Faculty Computing provide facilities to all FAHSS staff, whereby they can store information that relates to their school or discipline; thereby allowing the information to not only be shared with fellow staff members (where applicable) but also ensuring the information is backed up.

To be able to access this facility you need to connect to the relevant SHARES point on the Faculty Computing network. Note that you will only be able to access folders that you have been specifically granted access to; folders that you do not have access to will inform you that access is denied or displayed as empty! If you feel you should have access please have your school or disciplines admin office (or Manager) contact the Arts Helpdesk, via email, detailing your requirement for access.

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NOTE

You access SHARES using your 'Arts' username and password; your username is your staff number and your password is the same as your PHEME password.

Your PHEME password has to be reset every 90 days; assuming you have entered appropriate contact details into the HR ESS (Employee Self Service) system you will receive the following email notification:

From: PHEME - UWA Authentication Management System <noreply@admin.uwa.edu.au>

Date: 8 Dec 2008

To: Staff Member <username@cyllene.uwa.edu.au>

Subject: Your PHEME password will expire in 14 days

This is a reminder sent from PHEME - UWA Authentication Management System.

Your central staff password was last changed on 23/09/2008 and will be expiring in 14 days.

Please go to <https://www.pHEME.uwa.edu.au/> to change your password. To see what system and facilities are affected by this password change please go to <http://help.pHEME.uwa.edu.au/pHEME/help/staff/systems>.

Once you have changed your PHEME password, your Arts password will automatically synchronise to be the same. If you have told your computer to remember your Arts password; upon changing your PHEME password your computer will present the old password and as such you will no longer have access to SHARES until you correct this; see below for appropriate instructions on how to resolve this problem.

ASSUMPTIONS

- Ensure you do not put a space at the end of a file or folder name.
- Ensure that the following characters are not be used in any file or folder name:

/ \ ; * ? < | > : "

RESOLUTION

Macintosh users wishing to connect to SHARES:

1. If not already connected, then in the Finder select **Connect to Server** from the **Go** menu.
2. When prompted type `smb://shares.arts.uwa.edu.au` and click **Connect**.
You may be prompted for your Arts username and password; if so enter your staff number as the username; remembering your password is the same as your PHEME password.
3. If prompted **Select the volumes to mount** then choose **Shares** and click **OK**.
4. A new icon will be created on your desktop called Shares; just double-click and locate the relevant folder containing your document(s).

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WARNING

Normally you should never copy **FOLDERS** to Shares; if however you do need to do this then ensure you are never prompted to replace an existing folder. If you confirm the replacement you will destroy the existing folder (on Shares) and you cannot reverse this replacement yourself. Please contact Arts-Help if you have any queries.

If the Macintosh remembers your old Arts password:

If you have previously told the Macintosh to remember your old Arts password for SHARES; then you will need to tell the computer to forget the password so you can then enter your new (PHEME) password.

1. In the Finder select **Utilities** from the **Go** menu.
2. Locate and double-click **Keychain Access**.
3. Ensure **All Items** is selected on the left-hand side; then locate and highlight the entry (usually) listed as SHARES.
4. From the **Edit** menu select **Delete**.
Having confirmed deletion, logout or reboot the computer and log back in again.
5. You should now be able to follow the instructions (above) on how to re-connect to SHARES.

Windows XP users wishing to connect to SHARES:

1. Double-click **My Network Places**; located on your desktop.
2. Click Add a network place.
This will start the Add Network Place Wizard.
3. Click **Next**.
4. Ensure that Choose another network location is highlighted and click **Next**.
5. When prompted to enter the **Internet or network address** enter:
`\\shares.arts.uwa.edu.au\shares`

*Note - do not click the **Browse** button since in most instances the Faculty' shares are not available for browsing. When typing the \ [back-slash] character; ensure you do not use the / [forward-slash] character located on the ? key.*

6. Click **Next**.

There will be a small delay while your PC locates and validates the address you have entered.

7. When prompted to authenticate enter your Arts **User name** and **Password**; then click **OK**.

*You may be prompted for your Arts username and password; if so enter the relevant information. Unless we have indicated otherwise your username will be your staff number and you may need to prefix your Arts username with 'ARTS\' eg. enter **User name** as ARTS\staff number.*

8. Having successfully validated you will be prompted to **Type a name for this network place** – enter an appropriate description such as Faculty Shares and click **Next**.

9. If you wish to view the contents immediately then ensure **Open this network place when I click Finish** is checked and click **Finish**.

*You will now have a new network place listed under **My Network Places**.*

If Windows XP remembers your old Arts password:

If you have previously told the computer to remember your old Arts password for SHARES; then you will need to tell the computer to forget this password so you can then enter your new Arts password.

1. Click the **Start** menu and select **Control Panel**.

2. Double-click **User Accounts** and then double-click your account.

3. Click on the **Manage my network password** link; located top-left.

4. Highlight the entry (usually) listed as shares.arts.uwa.edu.au and click the **Remove** button; then click the **Close** button.

We then recommend you reboot your computer to ensure the password is correctly forgotten; when you next double-click the shortcut it should then re-prompt you for your username and password.

This will have removed the password from the computers memory; however if your existing shortcut to the SHARES folders still doesn't work you may need to delete that shortcut and re-create a new one following the instructions above.

RELATED INFORMATION

- If you are not sure of your Arts password then please reset it by resetting your PHEME password via the following web page <https://www.pHEME.uwa.edu.au/>. This will then synchronise your Arts password to be the same as your PHEME password.
- If after entering the appropriate address you are not able to connect the new network place please contact the Arts Helpdesk, via email, for further help.
- Once connected if you are unable to open a particular folder, receiving an access denied error; or you see the folder as being empty and you believe you should have access to this folder please have your school or disciplines admin office (or Manager) contact the Arts Helpdesk, via email, detailing your requirement for access.