



## Information Technology Services

### Gaining access and mapping the P:Drive

1. To gain access to the **P:Drive**, submit a ticket to the ITS Help Desk via the Web ([helpdesk.msstate.edu](http://helpdesk.msstate.edu)), phone, email or in person. **P:Drive** access is available to faculty and instructors of record.

The screenshot shows the ITS website interface. At the top left is the ITS logo. To the right is the Mississippi State University logo and a search bar. Below these is a navigation menu with categories: News, Information, Services, Organization, and Help. The 'Services' category is selected, and a sidebar on the left lists various service options such as 'Report A Problem', 'Accounts', 'Software/Downloads', 'Forms', 'Support', 'Instructional', and 'Banner'. The main content area is titled 'Need Help? Need to Report a Problem? or Request Services?' and contains the following text:

[Home](#) > [Services](#) > [Report a Problem](#)

### Need Help? Need to Report a Problem? or Request Services?

Our Web site contains many step-by-step tutorials for solving most of your everyday computer problems. If you cannot find the answer to your question on our Web site or for immediate help, contact the Help Desk:

You can report a problem and/or find a resolution to it in several ways:

- [By The Web](#)
- [By Telephone](#)
- [By E-mail](#)
- [In Person](#)

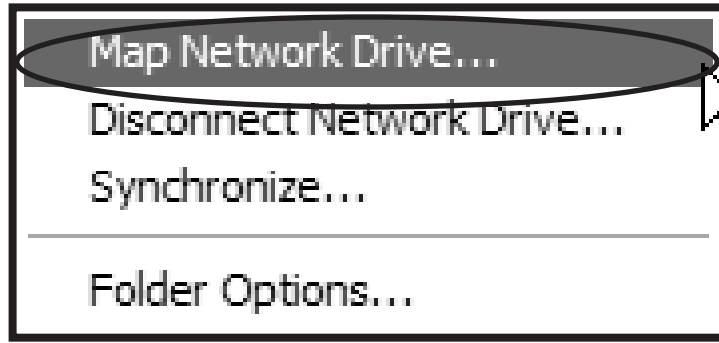
• **By The Web**

The first place to look for a resolution to your computer problem is the web. Check out our Services section of the web site at the following URL for handouts and resolutions to several common computer problems.

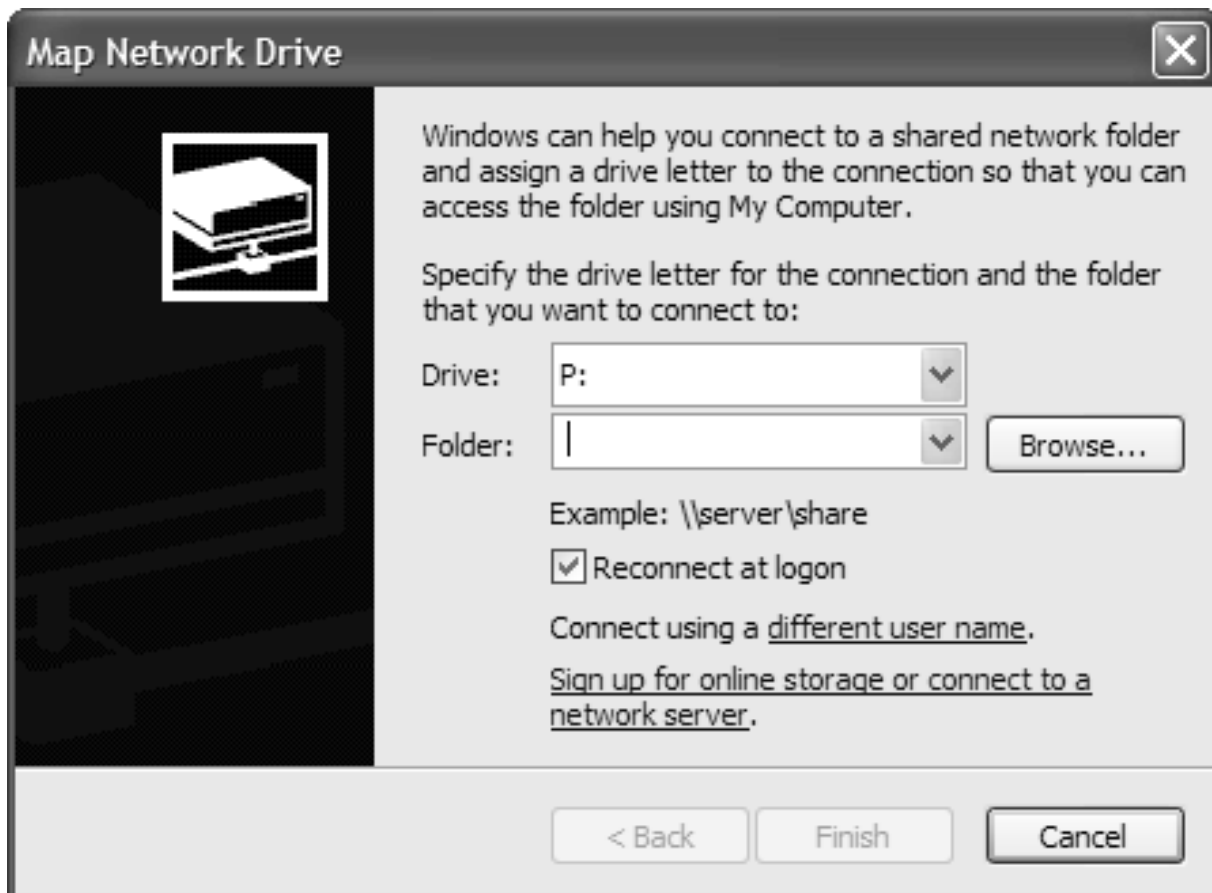
[ITS Documentation](#)

If you cannot find an answer to your question, report your problem to us by filling out this [online form](#) and one of our consultants will get in touch with you soon. When reporting problems, please include as much information as possible. The more information you can provide the faster we can determine the solution to your problem.

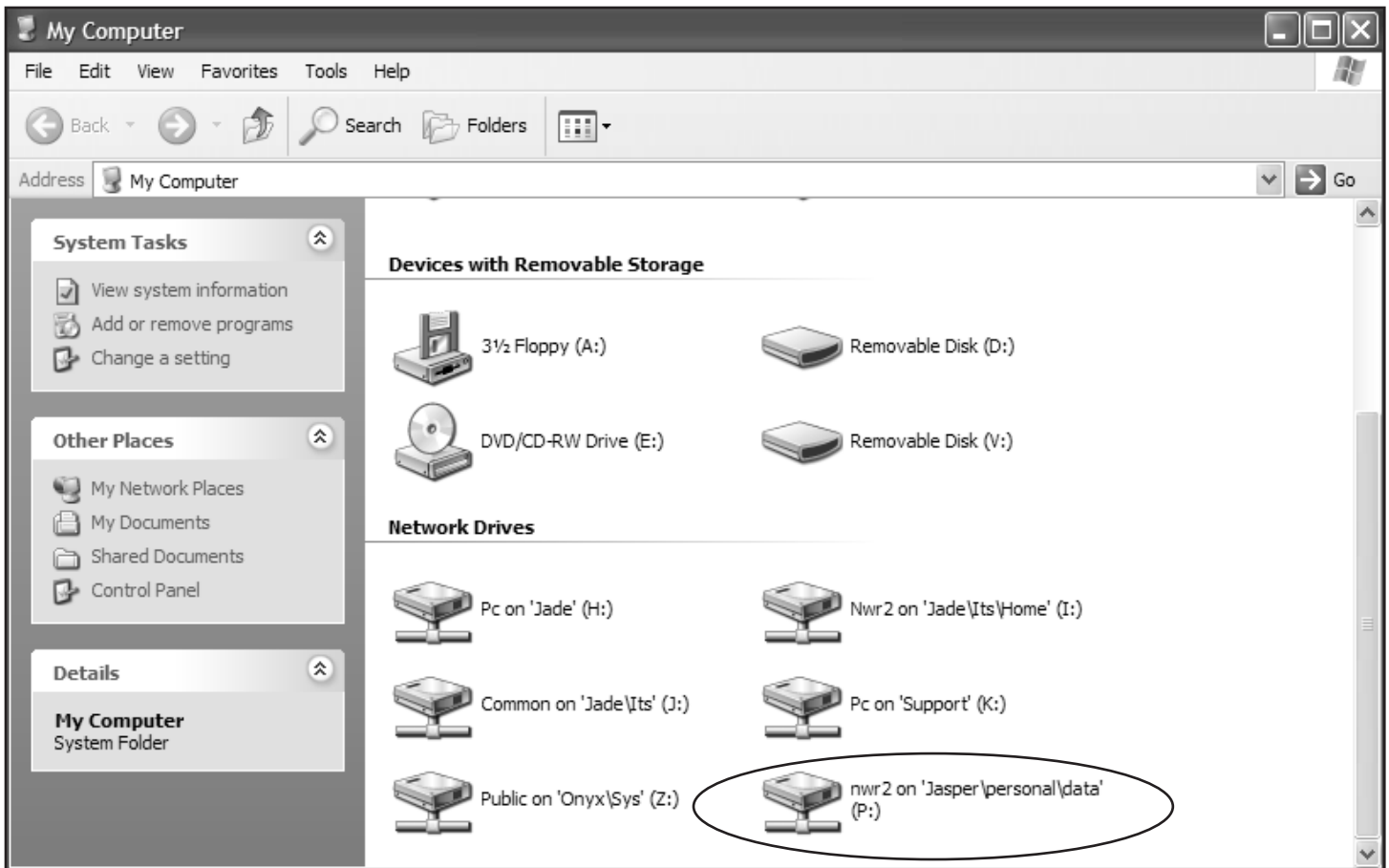
2. You will receive a ITS Help Desk email notification once access has been granted for your **P:Drive**.
3. The **P:Drive** will be listed under **Network Drives** in **My Computer** for Novell users of Jade, Topaz, or Onyx. If you are not a Novell user, you will need to manually map the **P:Drive**. To do this, go to **My Computer** and select **Tools** and **Map Network Drive**.



4. The **Map Network Drive wizard** appears. Change the **Drive:** value to **P:**. In the **Folder:** field, enter `\\pdrive.msstate.edu\personal\data\NetID\` (*NetID is replaced with your NetID*). Select **Reconnect at logon** then choose **Connect using a different user name** and then enter your NetID and NetPassword. Click on **Finish**.



5. You should see **(P:) NetID on Jasper\personal\data** drive listed under **Network Drives** in **My Computer**. (*NetID will be your NetID*) You have successfully mapped the P:Drive.



**It is important to note: Data stored on the P:Drive is not backed up. ITS can not retrieve any information that is lost on the P:Drive.**