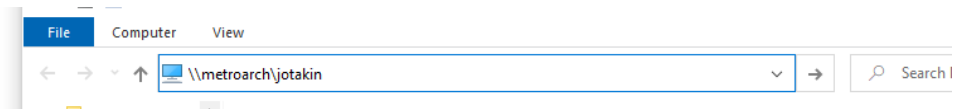


# I have received the UNC path to the metroarch server, but I can't access it, what should I do?

- 1. Make sure you have an active VPN connection if you are not on campus.
- 2. Ensure that you have used the correct path. It should be in the format \\metroarch\something (for Windows computers) (or [SMB://metroarch/something](#) for Mac computers).
- 3. Open the directory.
  - a. Open the File Manager/Resource Manager.
  - b. Enter the path in the address bar.



- c. Press the Enter key.
- d. Enter your username and password.

## Did You Encounter a Problem?

- 1. Refer to the instructions on the [Sensitive data server \(Metroarch\)](#) page.
- 2. If your issue is not resolved, submit a service request to the helpdesk. Include the following information in the service request:
  - a. Are you on campus?
  - b. Did you use a VPN connection?
  - c. From whom did you receive the information that you were given access rights to the specified location on the metroarch server?
  - d. Your computer's IP address. (Check this by going to <https://ip.metropolia.fi> in your browser.)
  - e. **A full-screen** screenshot of the problem situation.
  - f. Any error message.
- 1. Restart your computer and the device where the issue is occurring. Try the function again.
- 2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
- 3. Try searching for a solution on the site of the IT Services by using the following search methods:
  - a. navigation menu of the site (on the left)
  - b. search machine of the wiki (right upper corner)
  - c. a general search engine, for instance [Google Search](#)
  - d. [alphabetical index](#)
  - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include **a full screen screenshot** of the issue in your service request.

Contact method	Contact information
Form	<a href="https://hd.metropolia.fi">https://hd.metropolia.fi</a>
Email	<a href="mailto:helpdesk@metropolia.fi">helpdesk@metropolia.fi</a>
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

Olen saanut UNC-polun metroarch-palvelimelle, mutta en pääse siihen käsiksi, mitä teen?