

Top Ten G6 Customer Support FAQs

1. **How do I request and an account on the NGNC network?**
2. **How do I map a network drive?**
3. **How do I create an Outlook profile?**
4. **How do I request a mobile classroom?**
5. **How do I request access to eVPN?**
6. **How do I map a network printer?**
7. **How do I change my customer information?**
8. **What do to when my account is disabled?**
9. **How do I map my H: drive and Public drive on eVPN?**
10. **I am unable to digitally sign or open digitally signed documents.**

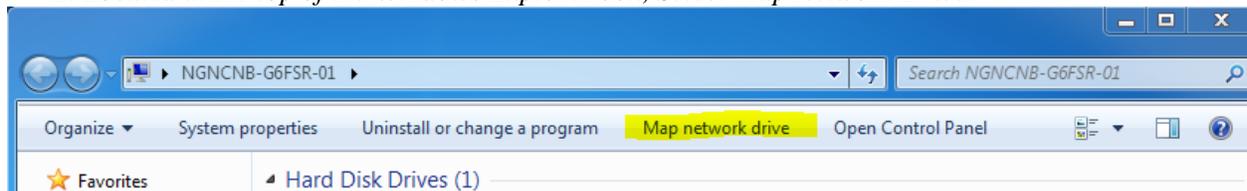
#1: How do I request an account on NGNC network?

A: Click on the following link to access the NGNC Account Request form.

[nipraccountrequestform](#)

#2: How do I map a network drive?

- A:** 1. From the Desktop, click the Windows button and select your computer name.
2. Located at the top of the Windows Explorer box, Select Map Network Drive.



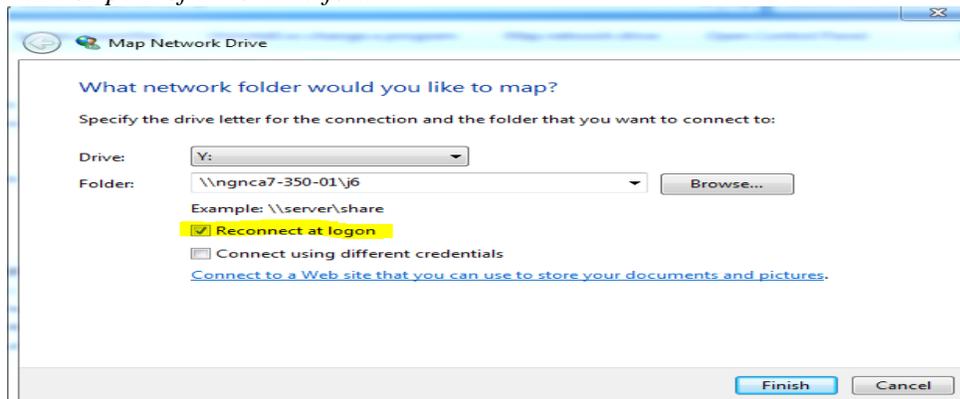
IMPORTANT NOTE:

The drive letters H, I, R, and S are reserved and should not be used when mapping a network drive.

3. Select the desired drive letter in the Drive: field
4. In the folder field, type in the name of the server and shared folder to access using the following syntax:

`\\NGNCnx-nnn-nn\FOLDER_NAME` (example: `\\NGNCA7-350-01\Public`)

where *nx* is the letter and number of the server, *-nnn-*nn** is the server name and, *FOLDER_NAME* is the name or path of the shared folder.



NOTE:

It is possible that the shared folder may actually be one or more levels below the "parent" shared folder.
For example: `\\NGNCA7-350-01\Staff Shares\FOLDER_NAME`

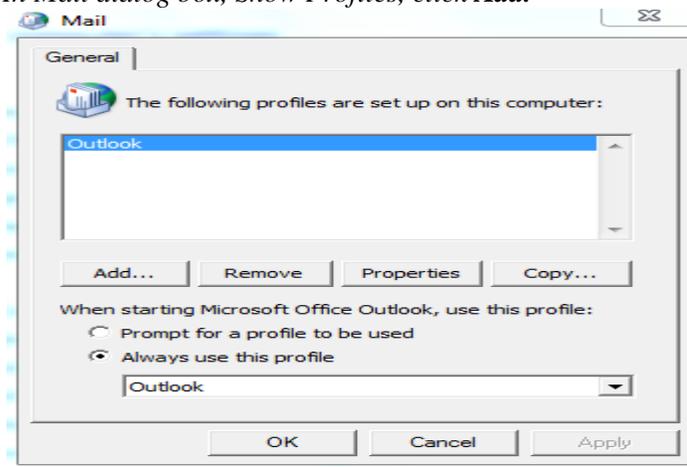
5. Ensure that the "**Reconnect at logon**" checkbox is checked.
6. Click the **Finish** button.

#3: How do I create an Outlook profile?

A: Follow the below steps to add an Outlook 2007 profile and configure Outlook:

Section I: Creating an Outlook 2007 Profile

1. Click Windows button → Control Panel.
2. Double-click on the **Mail** icon.
3. In Mail dialog box, Show Profiles, click **Add**.



4. In the New Profile dialog box, Profile Name field, type in your AKO username , then click **OK**.
5. In the E-mail Accounts dialog box, select E-mail, Add a new e-mail account then click **Next**.
6. In Server Type, select Microsoft Exchange Server then click **Next**. In Exchange Server Settings, in the Microsoft Exchange Server field type in **NG**.
7. In the User Name field, type in your first and last name.
8. Click on the **Check Name** button to verify the username then click **Next**.
9. In the Congratulations dialog box, click **Finish**.
10. Otherwise, close the Control Panel.

Section II: Configuring Outlook

1. Launch Microsoft Outlook.
2. In the Outlook Main Window, Click **Tools** → **Options**.
3. In the Options dialog box, select the **Other** tab.
4. In the Other tab, Check the "Empty the Deleted Items folder upon exiting" checkbox.
5. Click **Apply** → **OK**.
6. In the Outlook Main Window, open the Address Book.
7. In the Address Book, click **Tools** → **Options**.
8. Find and select NC-ARNG Recipients.
9. Click **Apply** then click **OK**.
10. Close the Address Book.
11. The Outlook profile has been created and configured.

#4: How do I request a mobile classroom?

A: Refer to **Resource Request Policy** document located under the **How to Documents** section of the Customer Support Page.

#5: How do I request access to eVPN?

A: The eVPN Validation tab in HelpSTAR is used when requesting eVPN access. The tab is used to validate the customer's request for eVPN access. When requesting eVPN access, you will use the HelpSTAR Web Interface to open your Request For Help (RFH) then select the eVPN Validation tab.

IMPORTANT NOTE:

DAR / PII training MUST be completed before eVPN is authorized.

Follow the below steps to fill out the eVPN Validation tab in HelpSTAR:

1. Once the customer is logged into the HelpSTAR Web Interface, click on the "New Request" tab.
2. In the General section, click on "Select a Category" drop down list and Select **01-Account –Related (Accounts, Permissions, CVS)**
3. In the General section, in the Request Title field, enter **Request eVPN access**.
4. In the Memo field, enter the details concerning the request and additional information as desired.
5. Click on the drop down arrow in the "[Generic Service Request]" field located at the top, and select on the eVPN Validation choice.
6. Click on the eVPN Validation tab.
7. In the "Administrative Officer's Name" field, enter the Rank / Title, first name and last name of the Unit's AO.
8. In the "Justification for eVPN" field, enter a detailed job-related justification for why the Requestor needs eVPN access.
9. In the "...DAR / PII training?" field, click on the drop down arrow and select "Yes" ONLY IF the Requestor has completed the required DAR / PII training.
10. The CAUTION field is an explanatory comment concerning the DAR/PII training requirement.
11. In the "Will eVPN be used while traveling" field, click on the drop down arrow and select "Yes" if eVPN will be use while traveling.
12. In the "Will eVPN be used at home" field, click on the drop down arrow and select "Yes" if eVPN will be used at the customer's home.
13. The NOTE field is an explanatory comment concerning where eVPN is allowed to be used and, typically, where it cannot be used.
14. The "Validating J6 Technician" field is completed by the J6 Helpdesk Technician validating the eVPN Validation tab.
15. Note the request number given once the request is saved. Use this number to reference RFH.

#6: How do I map a network printer?

A: Please refer to the *Installing Network Printer* documentation located under the **How to Documents** section of the G6 Customer Support page.

#7: How do I change my customer information?

- A:**
1. Launch Internet Explorer to access the North Carolina National Guard Web Links page.
 2. Near the bottom of the middle column, click on the NCNG Phonebook link. The Imanami application opens.
 3. If your profile is not displayed, click on the "My Profile" link in the Users section in the left-hand pane.
 4. Update all necessary / required blocks and tabs. **NOTE: If you have a government-issued cell phone, put the number in the Phone tab.**
 5. Once you've completed your updates, click on the floppy disk icon above the General tab to save your changes.
 6. Please wait 24 hours for the changes to be updated to your profile.

#8: What to do when my account is disabled?

- A:** 1. Ask a coworker can submit a J6 Request for Help on your behalf to unlock your account. Please ask them to provide your account name in the request.
2. Lockout occurs when trying to use NC\user.name when accessing NCGKO.
 3. If prompted in NCGKO for log on: Do not enter NC\ in the username field because there isn't a password associated with the network account.
 4. To prevent this issue: update/change your password on GKO and/or register your CAC on GKO.

#9: How do I map my H: drive and public drive on eVPN?

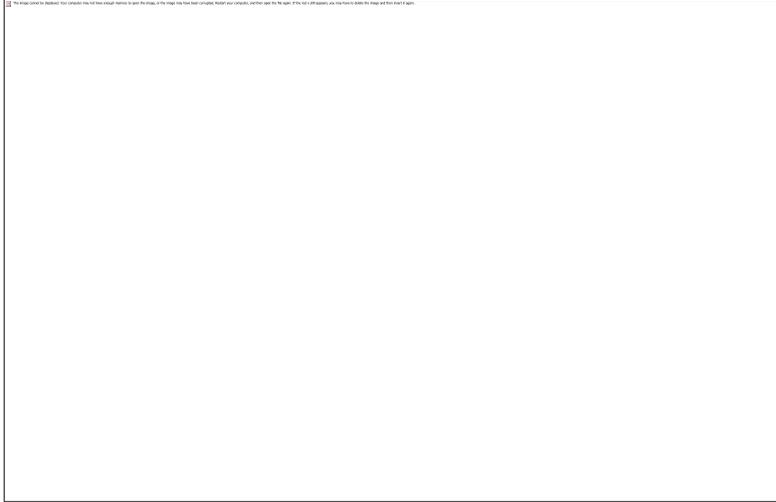
NOTE: These instructions assume that the customer has already been given permissions to access and use eVPN.

- A:** 1. While physically attached to the NCNG network, log into your NCNG account.
2. From your Desktop, click Windows button and navigate to your computer name.
 3. Double-click on the "Public" folder (the S: drive).
 4. Double-click on the "J6" folder.
 5. Highlight, copy and paste the file named "Map_Drives_JUL2010.vbs" to your Desktop.
 6. From your Desktop, right-click on the "Map_Drives_JUL2010.vbs" file.
 7. From the context menu, click on the "Edit" choice. The file opens in Notepad.
 8. In the second line of text, enter YOUR NCNG Network Name (same as your AKO User Name) in place of "joe.user".
 9. **DO NOT** change any other text in the file.
 10. Click on "File" then "Save" and close Notepad.

Once you've made your eVPN connection, double click on the edited "Map_Drives_JUL2010.vbs" file on your Desktop to map your H drive and the Public drive.

#10: What do if I am unable to digitally sign or open digitally signed documents?

A: *If you are unable to digitally sign or open digitally signed documents such as PureEdge forms, e-mails, etc., follow the below steps. You might also see the below error message when attempting to*



Check ApproveIt Configuration to ensure that "smart authentication" is being used.

- 1. Click on Start.*
- 2. Click on Programs.*
- 3. Click on ApproveIt Desktop.*
- 4. Click on ApproveIt Configuration.*
- 5. In the ApproveIt Configuration Manager, Signature Method tab, ensure that the "Sign using a certificate or smart card" radio button is selected.*
- 6. If any other radio button is selected, select the radio button stated in Step 5, above, then click on the OK button.*
- 7. Attempt to digitally sign your document again.*
- 8. If you are successful, your issue has been resolved.*
- 9. If you still can't digitally sign your document submit a Request For Help to the J6 Helpdesk.*