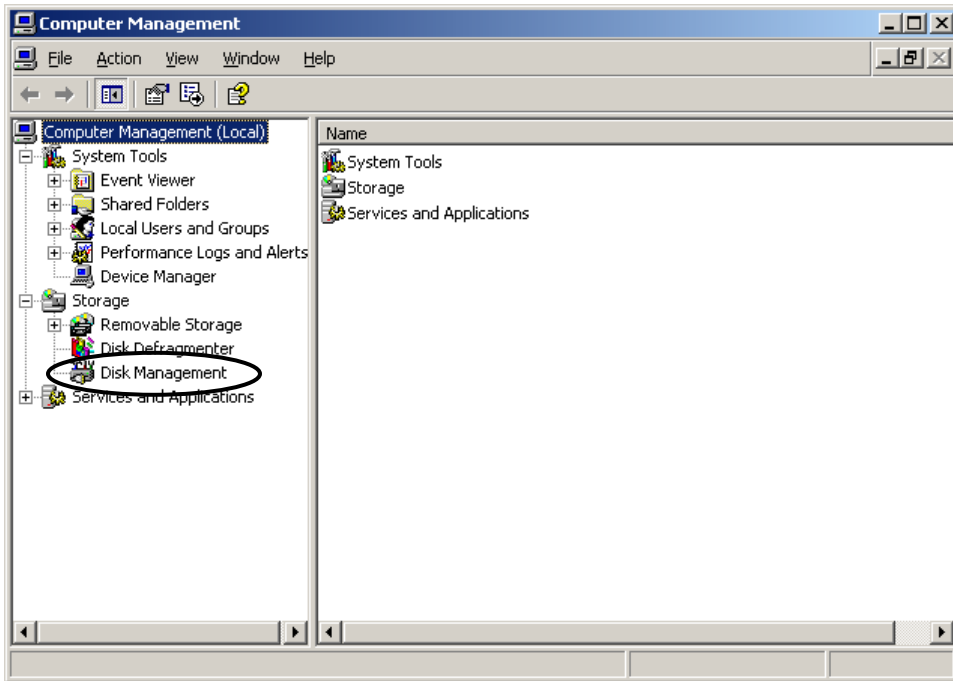
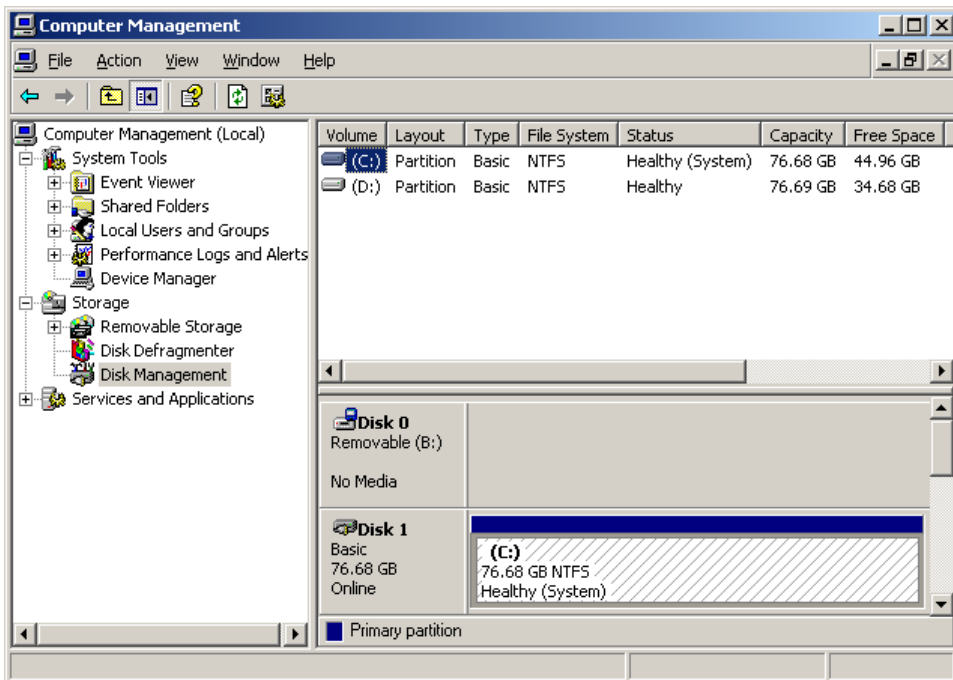


## Help for problems with USB flash drives

Insert the flash drive. If a window showing the files on the drive does NOT appear, follow these instructions: Right click on “My Computer”. You’ll get a menu, choose “Manage”. You should see the following:

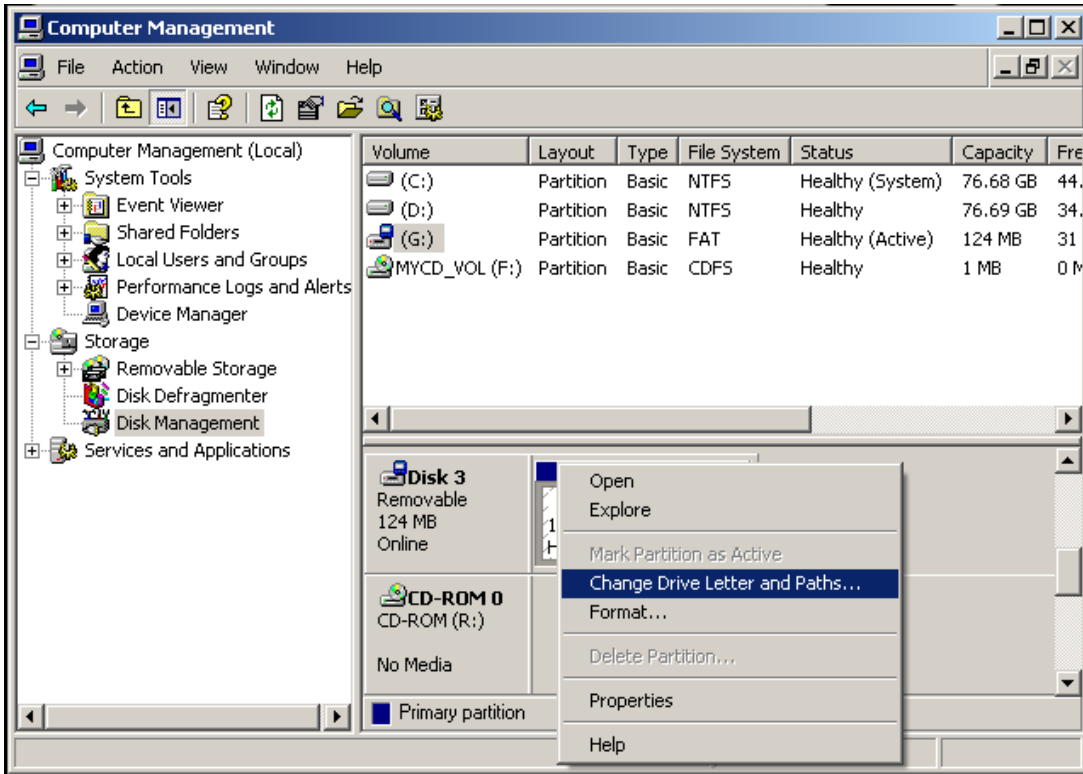


Choose the option on the left, “Disk Management”. The right side will change:

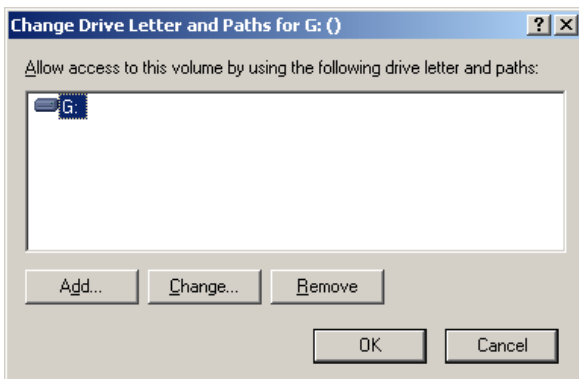


You can scroll down the bottom-right quadrant to determine which drive is the flash drive. It requires a little “detective” work. Notice that some of the drives are labeled as “removable”, while others are labeled as “basic” or CD-Rom or DVD. The flash drive will be one of the “removable” ones. Further, most will be assigned drive letters already. Anything assigned (A:) or (B:) is a floppy drive. The flash drive will normally show up as (F:), but not always. You can also use the size of the drive to help find it. The flash drive will normally show up as a little smaller than the actual size; i.e., a 128 MB drive may show up as 124MB.

Once you have determined which drive is the correct one, right click on it & choose “Change drive letter and paths”...



The following will open; choose “change”.



You can then use the drop-down box that appears to assign the drive to any letter you want, but you have to make sure that it's not a letter already being used. A, C, D, E, and R are often used by drives in your system, and F, H, and K are basic network drives. Some of you also have M, J, or something else. G is usually a good choice, or anything from N to Q. Click OK. You may get a message about programs not working, but you can ignore that since you're not trying to run programs from the drive, just store files on it. Then you can close the Computer Management program & you should now have access to the files on the drive.

Be careful while in the computer management program. It's possible to cause some pretty devastating results from here, including wiping out the entire C drive. For this reason, if you are aware of a student having problems getting data from their drives, either help them yourself or send them to me or the library. Don't provide any of this information to them. Some probably know it already, but I like to keep secrets!