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远程办公, IT“硬核”支招 IT Tips help you remote working

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针对当下疫情的发展情况, 微软人更应在“如何进行远程办公”方面做好表率。IT团队将尽力做好大家的“硬核”后盾, 保障大家的远程办公体验。

1. **Teams**作为我们沟通协作的主要工具, 可随时为您提供以及团队提供一体化的远程协作体验 (**不连接MSFTVPN可直接使用**)。
2. **SharePoint Online**作为我们团队协作的文件管理工具, 便于您和您的团队能无缝的协同工作 (**不连接MSFTVPN可直接使用**)。
3. **MSFTVPN**:

MSFTVPN 一直是大家在远程工作时候的重要工具, 我们IT团队也一直在关注MSFTVPN的使用情况并致力于尽快解决发现的问题。我们发现上海MSFTVPN服务器这两天一直保持较高的使用量。本地IT团队已经联系到VPN Global支持团队采取调优机制确保VPN稳定性。与此同时, 我们也想给大家提供以下建议:

- 使用过程中请将“**自动连接**”关闭, 根据需要选择MSFTVPN是否连接。



- 请根据业务需要合理使用MSFTVPN, 确保您的高效工作。我们发现在**VPN 服务器上有大量的Youtube /Facebook Video/Netflix/Aiqiyi等大量视频网站的访问流量和记录。请大家在工作时间合理使用MSFTVPN, 减少非业务无关的视频网站的访问。**同时, 也尽量避免在工作高峰期间, 利用VPN连接进行大量的文件传输和Build 下载。
- 如果您还没有**VPN**权限的话, 请访问该网站进行申请: <https://microsoft.sharepoint.com/sites/itweb/remote/Pages/Request-RAS-Access.aspx>。
(**温馨提示**: 此操作需要您组织L65或以上的经理审批, 当您的L65或以上经理审批通过后, 系统需要48小时进行权限设置以及同步)

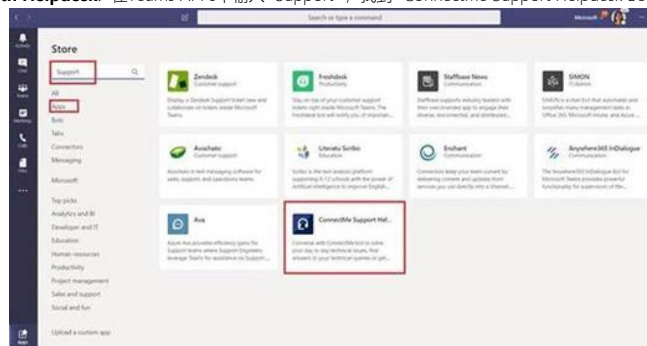
4. **SAWVPN问题**

- SAWVPN是基于Azure China的网络架构与MSFTVPN不同, 如果问题请联系<http://aka.ms/sawsupport>

5. **IT支持热线服务:**

中国的IT支持热线 (400-867-5000) 由于激增的电话话务量, 您可能需要等待较长时间获取IT支持。在此, 本地IT团队建议您可以通过以下方式**更快**获取到IT支持:

- **Chat with Helpdesk**: 在Teams APPs中输入“Support”, 找到“ConnectMe Support Helpdesk Bot”并进行安装。(首选)



- **支持热线**: 您可以致电400-867-5000获取IT支持, 会有较长的排队等待时间, 感谢您的理解。
- **网上自助开单**: <http://aka.ms/itweb/filloutaform>。(友情建议: 当您通过网站开单后, 请使用“Chat with Helpdesk”联系工程师获取及时IT支持)

6. **重置密码**: 如果您忘记您的开机密码 (较为复杂的登录密码), 您可以直接登录该网站自助进行重置密码: <https://aka.ms/sspm> (**不连接MSFTVPN可直接使用**)。特别提醒: 密码修改完成后, 请在MSFTVPN连接状态下完成初次登录。

7. **手机认证**: 如果您的手机认证出现问题的话, 请通过访问<https://aka.ms/ringring> (**不连接MSFTVPN可直接使用**) 自助进行设置。

8. **MS Intune:** 如果您的手机遇到突然无法收发Outlook邮件或者无法登录Teams的话，您可以访问该网站了解一下您手机MS Intune“合规性”的状态：<https://aka.ms/mydevicehealth>（不连接MSFTVPN可直接使用）。
- 如果您的新手机需要注册MS Intune，可以参考该网站进行自助注册：<https://microsoft.sharepoint.com/sites/itweb/ModernAccess/Pages/Setup-my-device.aspx>（不连接MSFTVPN可直接使用）



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<中文>



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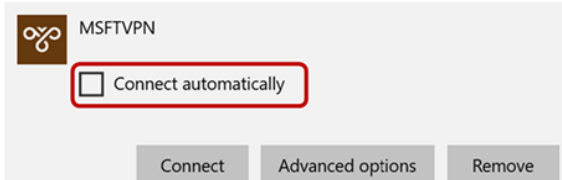
Under current coronavirus outbreak, we as Microsoft employee need to show our capability in "Remote Working". IT will ensure all our employees be ready and prepared for a good remote working experience.

1. **Teams** is our main communication tool which provides a collaborate remote working experience. (Non MSFTVPN connected network environment)
2. **SharePoint Online** is our document management tool which enables collaboration with files. (Non MSFTVPN connected network environment)

3. **MSFTVPN:**

IT monitored that Shanghai VPN circuits have kept high utilization these days. We have brought awareness of Global VPN team about this situation. Global VPN team has been starting to push VPN optimization solution to improve VPN performance. Meantime, we would like to offer following suggestions:

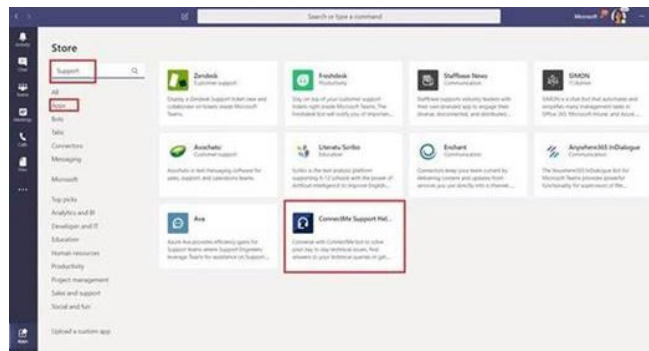
- Unselect "Connect automatically", connect to MSFTVPN only when needed



- Please use MSFTVPN in right manner to ensure your productivity. In these 2-day VPN server data, we found a big amount of VPN traffic is watching videos from Youtube/Facebook Video/Netflix/Aiqiyi/etc. It's highly recommended to use MSFTVPN appropriately in business hours. In the meantime, please try to avoid peak time usage of VPN to ensure your productivity, especially avoid large file upload and download during peak hours.
 - If you don't have VPN permission, please visit following website to apply: <https://microsoft.sharepoint.com/sites/itweb/remote/Pages/Request-RAS-Access.aspx>. (Reminder: Your line manager (L65 or above) will need to approve the application, after the approval, VPN will be ready to use within 48 hours).
4. **SAWVPN ISSUE**
 - SAWVPN is based on architecture of Azure China, different from MSFTVPN. For saw related issues please contact <http://aka.ms/support>
 5. **IT Helpdesk hotline service:**

China IT hotline service (400-867-5000) With the increased incoming call volume, you might need to wait a long time to get IT support on call. In order to get timely IT support, please consider following methods:

 - **Chat with Helpdesk:** in Teams APP search "Support", find "ConnectMe Support Helpdesk Bot" and install it (Recommended)



- **IT hotline:** You can call 400-867-5000 to get IT support, but please expect a long waiting time. Thank you for your understanding.
 - **Self-service Ticket open online:** <http://aka.ms/itweb/submitform>. (**Reminder:** after you open the ticket, please use "Chat with Helpdesk" to connect to the support engineer and get immediate support)
6. **Password Reset:** If you forget your login password (long password), you can visit <https://aka.ms/sspm> to reset your password (**Non MSFTVPN connected network environment**). **Reminder:** Need to connect to the MSFTVPN for the first time login after the password reset.
 7. **Phone Authentication:** For any related issue, please visit <https://aka.ms/ringing> (**Non MSFTVPN connected network environment**) to enroll.
 8. **MS Intune:** If your phone runs into Outlook issue(can't receive emails) or cannot use Teams normally(fail to login), you can visit this website to check if your MS Intune is properly working: <https://aka.ms/mydevicehealth>. (**Non MSFTVPN connected network environment**)
 - If your phone need to enroll MS Intune, please use the following website for self-enrollment: <https://microsoft.sharepoint.com/sites/itweb/ModernAccess/Pages/Setup-my-device.aspx>. (**Non MSFTVPN connected network environment**)



Go, Shanghai ! Go China!!



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