Enphase IT strives to foster the support and development of the enterprise through prompt and reliable technical support, giving proper feedback, maintaining high quality service, achieving end user satisfaction, and through continuing education for customers and support staff.

We find solutions to promote fast, effective, and simple service, to allow room for change, growth, and the advancement of those efforts.

Enphase Global Overview

Office locations

- We currently support the following employee locations as well as remote users, and a portion of manufacturing & shipping facilities, etc.

Austin, TX
Australia
Boise, ID (Meridian)
Canada
China
France
Fremont, CA
India
Mexico
Netherlands
New Zealand
Petaluma, CA

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How to Contact IT

Requesting Assistance

- Option 1 (Recommended) : **e-BOT**

- Use e-BOT to create tickets which is enabled on Microsoft teams

- More Details on how to use e-BOT
  : https://enphase.atlassian.net/wiki/spaces/IT/pages/777061559/FAQs+about+eBOT

- You can get status of existing tickets using e-BOT, type **"Show my tickets"** in e-BOT

-

- Option 2: Portal

-         You can also use Portal to create/update tickets

-         Portal : https://enphase.atlassian.net/servicedesk/customer/portal/2

-

- Option 3 : Email

- Alternatively, you may also send email at IT-ServiceDesk@enphaseenergy.com

Network Password

- Your Network/Active Directory password expires every 90 days.

- You must use complex passwords.
  - Passwords must be 8 characters or more and contain a combination of 3 of the following 4 attributes:
    - *Upper case, lower case, number, special character.*
  - Passwords <u>cannot</u>:
    - *Contain your name.*
    - *Have been used in your last 5 passwords.*
    - *Be a dictionary word.*
  - Password Hints:
    - *Choose a password easy for you to remember.*
    - *It's best to change your password while on the wired network if possible.*
    - *It can be mnemonic ex: s0larpow3r.*
  - Three incorrect logins will lock your network account.
  - Accounts will Unlock after 30 minutes.

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Account Management

- Your Network account is the same account and password used for MyApps, Email, VPN, Wireless, and the Qlikview application.

- When you change your network password, it will change the password for all of the systems listed above.

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O365 Security Practices

1. Send suspicious emails to spam@enphaseenergy.com

2. Look for EXTERNAL MAIL header, before clicking on any links coming from unknown sender.

> **This Message Is From an External Sender**
> Do not click on any links, reply or open attachments unless you recognize the sender and know the content is safe. If suspicious report to phish_report@enphaseenergy.com.

3. Review the "From" address of any email you receive and flag any email you view as suspicious. Fraudsters "spoof" email addresses or create domains that appear to come from legitimate sources. When in doubt, report it to IT ASAP.

4. Be wary of .zip or other compressed or executable (.exe) file types.

5. Never provide sensitive personal information (like usernames and passwords) over email.

6. Watch for email senders that use suspicious or misleading domain names.

7. Inspect URLs carefully to ensure they are legitimate. You can inspect a URL by hovering your mouse over the link (Do Not Click on the Link). If this link is not enphaseenergy.com or a known and validated URL, then the email is fraudulent.

8. Do not open any shared document that you're not expecting to receive.

9. Be especially wary of emails claiming to share a document from outside of the enphaseenergy.com domain.

10. If you have responded to a fake or suspicious email, or clicked on links, or opened or downloaded any associated attachments, alert the IT department immediately.

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Knowbe4

- Knowbe4 security training accessible via MyApps
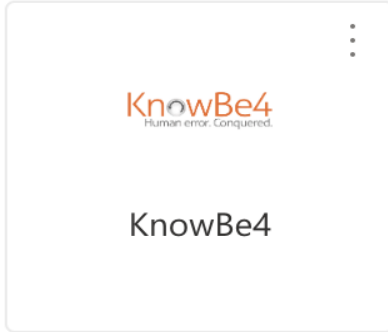
- Login using your email address

- Complete all the security training modules

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Multi Factor Authentication

- By setting up 2-step verification, you add an extra layer of security to your Office 365 account. You sign in with your password (step 1) and a code sent to your phone (step 2).

- We strongly recommend setting up more than one verification method. For example, if you travel a lot, consider setting up Microsoft Authenticator for your verification method. It's the easiest verification method to use, and a way to avoid text or call charges.

- Sign in to Office 365 with your Enphase Email address and network password at https://portal.office.com

- After you choose "Sign in", you'll see this page:

Multi Factor Authentication

- Choose "Set it up now."

- Select your authentication method and then follow the prompts on the page.

- After you verify your alternate contact method, choose Next.

- We strongly recommend setting up more than one verification method. For example, if you travel a lot, consider [setting up Microsoft Authenticator](#)for your verification method. It's the easiest verification method to use, and a way to avoid text or call charges.

Azure MyApps- SSO/Password Management

Azure MyApps is Enphase Energy's Single Sign-on (SSO) solution that allows you to sign in once and access Enphase cloud-based applications, without having to sign into them separately.

How to use MyApps?

- https://myapps.microsoft.com

- Your MyApps credentials are your Enphase Energy email address and network password.

- You must setup Multi Factor Authentication after the first time you log into MyApps.

- One time configuration of applications that do not authenticate against the Enphase network.

- You can reset your network password using the "Forgot Password" link on the sign in page.

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Azure MyApps– Tips & Tricks

- Use tabs to find applications
  - Enterprise Apps
  - Test and STG Apps
  - Office Apps

- Use the search bar to search for applications.

- Use My Apps Drop Down to Navigate to Different Sections like Accounts , Groups , Access .
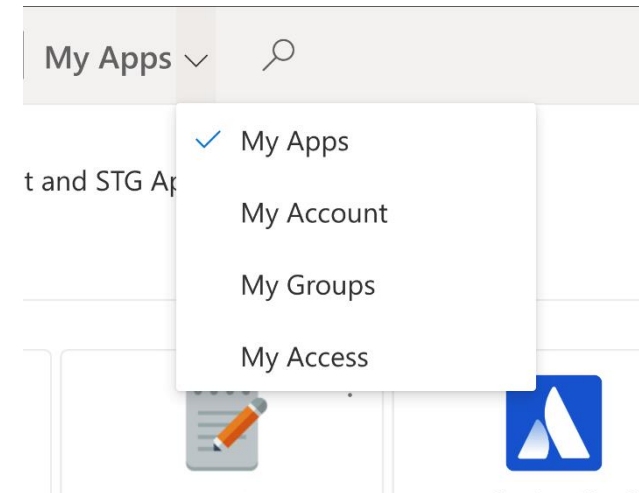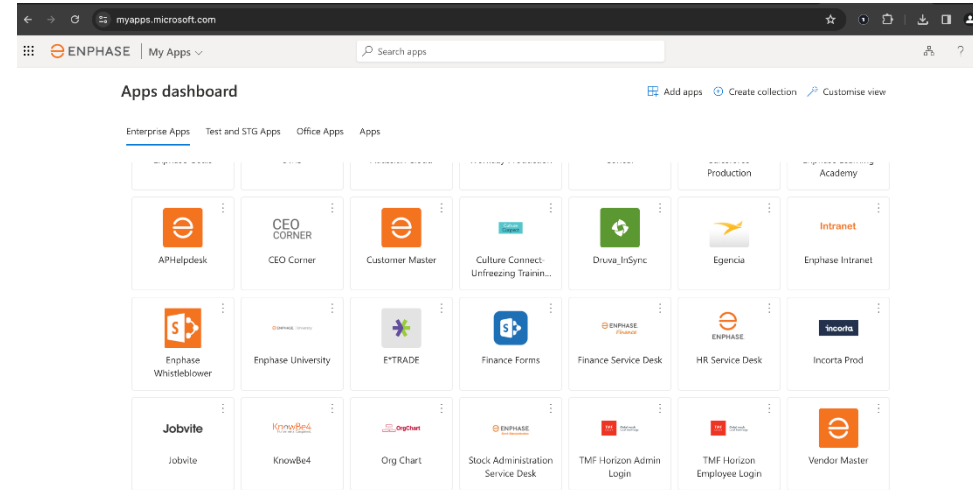
Helpful Sites & Things to do

CEO Corner   Blog from the corner office

- https://enphase.sharepoint.com/ceo
- All blogs from the CEO are available in in SharePoint at the address above or using MyApps.

Live Org Chart

- https://enphase.sharepoint.com/org
- View the company org chart and employee information.

Update your profile picture & cell phone number

- Update your photo in Office 365 by end of week, to help Enphase employees get to know you.
- You can add your profile photo to Office 365 from your Home page, or while using Outlook. Your photo will appear everywhere there's a profile photo box in Office 365.

  Click HERE for instructions
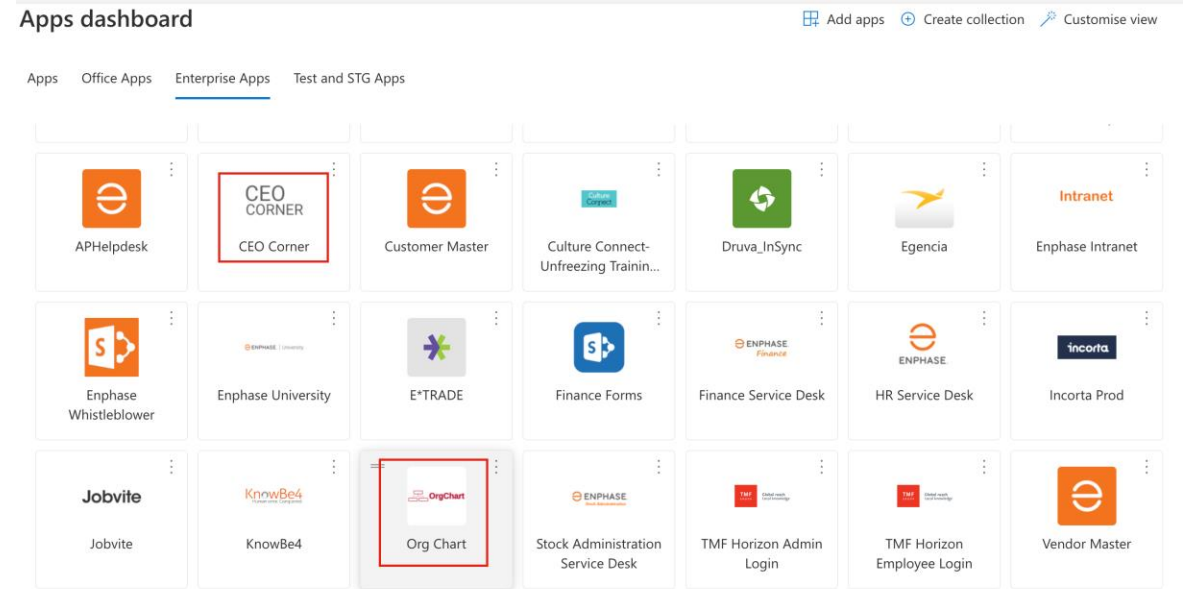
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Enphase Software/Laptop

TeamViewer

- Software to allow remote access for support.
  DO NOT REMOVE.

inSync Backup

- All items in Desktop and My Documents/Documents are backed up.
- Users can restore their own data.

Microsoft Teams

- Corporate chat tool
- Video Conferencing System
- Initiate Video and Voice calls with individuals or groups
- Share desktop
- Share files

OneDrive for Business

- Personal "My Documents" in the cloud. Can be used to share personal documents.

Antivirus

- Symantec Antivirus installed on all systems.
- Dell SecureWorks installed on all Windows
- Crowdstrike Falcon installed on all MACs

Office 365

- Office 365 is installed on all laptops.
- 5 installations per user:
  - Can be installed on your home computers as an Enphase employee.
- Online access to office applications and files from anywhere with Internet access.

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Network File Storage

[\\BOIFiler](#)
- Primary Boise Network file share server, all folders except for public are restricted access only to relevant department

[\\FRFiler](#)
- Primary Lyon Network file share server, all folders except for public are restricted access only to relevant department

[\\INBANFiler](#)
- Primary India network file share server, all folders except for public are restricted access only to relevant department

[\\NZFiler](#)
- Primary New Zealand network file share server, all folders except for public are restricted access only to relevant department

[\\Solar\Grid](#)
- Primary HQ Network file share server, all folders except for public are restricted access only to relevant department

[\\usrefiler](#)
- Primary Fremont, CA Network file share server, all folders except for public are restricted access only to relevant department

[\\usausfiler](#)
- Primary Austin, Texas Network file share server, all folders except for public are restricted access only to relevant department

*You must be on the corporate network or using VPN to access these systems.

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Printing Information

Printing

- Each site has one or more multi function printers

- You can scan documents on the printer, and it will send a .pdf file of the document directly to your email account.

- In Petaluma printer names indicate the floor and location ex: print_1420_1NE

Connect to a network printer

Click the link below that corresponds to your site to add a network printer. Double click on the printer that you want to add

* You must be on the Enphase network to access these links

Austin

Boise

Fremont

India

Lyon

New Zealand

Petaluma

South Bay

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Conference Room Information

All conference rooms have a consistent naming convention to make finding your room easier.

Location – Name (seating) xPhone extension.

Ex: South Bay – Cedar (18) x7xxx

Petaluma and Fremont conference rooms are in alphabetical order around the building.

Rooms with Microsoft Teams Room systems will have MTR listed in the name.
How to use Microsoft Teams Rooms

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Network Connectivity

Wireless

- There are two wireless channels available in all sites.

- Enphase: Internal Wireless Network

- EEGuest: For use by vendors and non-Enphase employees, it uses a static key: **s0larpow3r**

- Windows users will authenticate to ENPHASE wireless automatically.

- Mac users must choose ENPHASE and enter their network username and password.

VPN

- Palo Alto Global Protect software has been installed on your laptop. Use this software to connect to the Enphase VPN

- Login using your network username and password

- If asked for a portal or URL use:

- navpn.enphaseenergy.com

- apacvpn.enphaseenergy.com

- apac-blr.enphaseenergy.com

- nafre-vpn.enphaseenergy.com

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Things to Remember

Laptop and Data

- The computer that you have been assigned, and the data on it, belongs to Enphase.
- Make sure that you have alternate backups of any personal data.
- Keep your laptop secured when traveling.

Software

- Do not install personal software on any Enphase computer.
- If you need software installed enter a Service Desk request.
- Do not remove Enphase applications.

Security

- Be diligent in protecting your Enphase data.
- Do not click on links without checking validity.
- Do not browse questionable websites on an Enphase computer.

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Appendix
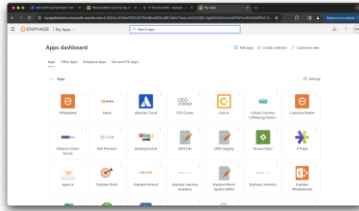
MyApps		Enphase Single sign on and Password Management system	• Features all cloud-based systems used by MyApps • Software dashboard	https://myapps.Microsoft.com/ Login : email address and network password Administrator : IT(e-BOT)
One Drive	OneDrive	Cloud Based Storage	• OneDrive is a convenient way to share information with your coworkers • Multiple users can view and edit the document at one time • You can secure documents by sharing them only with specific coworkers	Access link via : MyApps https://enphase.my_sharepoint.com/username Login : email address and network password Administrator : IT(eBOT)
SharePoint (Part of Office 365 Package)	SharePoint	Collaborative worksheest and documents (word,Excel,powerpoint etc).	• Phone • Staff profiles • Org chart • Resources and Forms • Application Links • Global Offices Info • Department Updates and information • ISO Dashboard • Multiple users can simultaneously edit a document located in SharePoint (if you use the web application) • Documents opened offline, when saved back to One Drive will supersede to online version of the document • Document can be checked out to avoid the above situation • Team documents should be kept in departmental SharePoint sites.	Access link via : MyApps https://enphase.sharepoint.com Login : email address and network password Administrator : IT(eBOT)
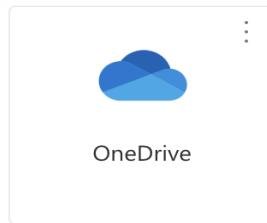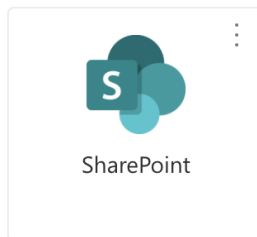
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Enphase Website	ENPHASE	Public Website	• Provides an overview of our company:
			   • Vacancies
			   • Company Updates & Information
			   • Contact details
			   • History
			   • Execution
				Access link via : MyApps
				https://www.enphase.com
				Login : N/A
				Administrator : Marketing
				marketing_IN@enphaseenergy.com

Service Desk (Part of Office 365 Package)	Service Desk	Logging IT Issues and Requests	• Can submit tickets by emailing servicedesk@enphaseenergy.com	Access link via : MyApps https://enphase.sharepoint.com Login : email address and network password Administrator : IT
Goals System	Enphase Goals	Employee Quarterly Goals System	• SharePoint based employee quarterly goals system • Requires Manager approval at beginning and end of each quarter • Quarterly bonus based on goals	Access link via : MyApps https://enphase.sharepoint.com/Goals Login : email address and network password Administrator : IT https://goals.enphase.com
Memo System	Enphase Memo System (DMS)	SharePoint based system used to share and house static company, project, systems information	• Open to company • Memos can be secured to a limited audience • Searchable	Access link via : MyApps https://enphase.sharepoint.com/Memo Login : email address and network password Administrator : IT
Org Chart	OrgChart Org Chart		• Phone Directory • Searchable • Staff profiles • Org Chart • Updated weekly	Access link via : MyApps https://enphase.sharepoint.com/Org Login : email address and network password Administrator : IT
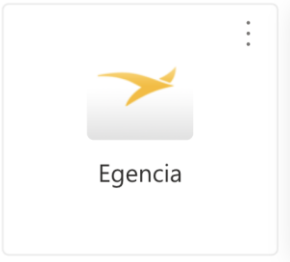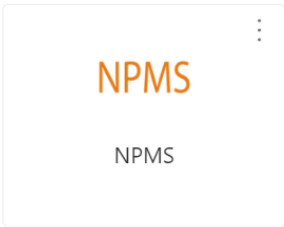
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Arena	Arena	Document Repository Aka : EDMS (Enphase Document Management System	• Policies • Work Instructions • Procedures • Forms and templates • Create BOM's	Access link via : MyApps https://app.bom.com Request Login with Sue Gerssing sgerssing@enphaseenergy.com Administrator : Sue Gerssing sgerssing@enphaseenergy.com
Enlighten	Enlighten	Allows installers and system owners to monitor and manage solar arrays	• You can request login via Software support team	Access link via : MyApps https://enlighten.enphaseenergy.com/ Request Login : Software Support software-support@enphaseenergy.com Administrator : Software-Support software-support@enphaseenergy.com
ADP	ADP	US Payroll Tool	• Ability to download pay slips , leave summary etc.	Access link via : MyApps https://workforcenow.adp.com/workforcenow/login.html Request Login : Finance Service Desk https://enphase.Atlassian.net/servicedesk/customer/portal/10 Administrator : payroll-us@enphaseenergy.com
Concur	Concur	Expense Reimbursement Requests for Global offices	• Claim back any purchases made while travelling for work (whether purchased on your personal money or the company issued credit card)	Access link via : MyApps Request Login :Finanace Service Desk tps://enphase.Atlassian.net/servicedesk/customer/portal/10 Administrator : travelandxpense@enphaseenergy.com

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Egencia	Egencia	Travel Booking Tool	• Book Travel
			    o Flights
			    o Hotels
				Access link via : MyApps
				
				Request Login : Finance Service Desk https://enphase.Atlassian.net/servicedesk/customer/portal/10
				
				Administrator : travelandexpense@enphaseenergy.com

| NPMS New Product Management System | NPMS NPMS | New Product Management System | • Product Management dashboard and tracking tool | Access link via : MyApps

Administrator : Program Management pmstaff@enphaseenergy.com |

| DATACOM Payroll | DATACOM Payroll Datacom Direct Access | New Zealand Payroll Tool | • Ability to download pay slips , leave summary etc.
• Ability to apply for leave | Access link via : MyApps https://www.easipaylive.co.nz

Request Login will be given to you before your first pay day: Office Manager to request this on employee's behalf

Administrators: TMF (requests submitted through Office Manager) |

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Microsoft Teams	Teams	Video conference meetings Screen sharing Chat / Messaging	• Team Collaboration • Team SharePoint Site • Team Conversations • Screen sharing • Messaging • Record meetings	Access link via : Software installed as part of office suite Login : email address and network Password Administrator : IT(eBOT)
Confluence | Slack | JIRA	Atlassian Cloud	Engineering bug tracking and wiki system	• Jira is a proprietary issue tracking product developed by Atlassian that allows bug tracking and agile project management • Confluence is a collaboration software program developed by Atlassian • Slack integrates the apps and services you already use(JIRA , Dropbox, Trello)	Access link via : MyApps Request Login : Service Desk IT-ServiceDesk@enphaseenergy.com Administrator : Eng Tools and Process engtoolsmailbox@enphaseenergy.com
Jobvite	Jobvite Jobvite	HR and recruitment tool	• Candidate Applications • Hiring process • Job Requisitions	Access link via : MyApps Request Login : HRIS@enphaseenergy.com Administrators : HRIS@enphaseenergy.com
Oracle	ORACLE CLOUD Oracle Cloud	Procurement and AP Tool	• PR's • PO's • Invoice payment status • Access must be approved by Corporate Controller • Must user internet Explorer for advanced functions	Access link via : MyApps https://ebs.enphaseenergy.com Request Login : eBOT Administrator : IT(eBOT)

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Druva InSync	Druva_InSync	Laptop Backup Software	• Backs up everything on Desktop and My Documents • Keeps backups for 90 Days	Access link via : Software installed as part of office suite Administrator : IT(eBOT)
Salesforce	Salesforce Production	Tool with information related to customers: service tickets , forecasts, revenue reporting, and other data	• SAAS Tool • CRM Platform	Access link via : Software installed as part of office suite Request Login : eBOT Administrator : IT (eBOT)
QlikView	QlikView	Discovery platform that provides self-service BI for all business users in organizations	• Natural analytics and data discovery • Data collaboration and connectivity • Mobility and scalability	Access link via : MyApps Request Login : eBOT Administrators : IT(eBOT)
All other proprietary tools		Tools and software which you use for your day to day jobs (ex. AutoCAD)	• Varies	Request via eBOT

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