

IT Handbook

Apps

IT Knowledge Base\nIT Infrastructure\nSupermicro IT Quick Start Guide\nUSA ITBusiness Hours:
Monday-Friday, 9 AM to 6 PM, PSTIT Hotline: 408-953-8888, ext#
8888Email:helpdesk@supermicro.comTicket System:helpdesk.supermicro.comSAP
Support:help_sap@supermicro.comTaiwan/Asia ITBusiness Hours: Monday-Friday, 9 AM to 6 PM,
CSTIT Hotline: +886-2-8226-3990, ext# 4119Email:helpdesk_taiwan@supermicro.comSAP
Support:help_sap@supermicro.comNL/Europe ITEmail:helpdesk_europe@supermicro.comSAP
Support:help_sap@supermicro.com\nOther Service Contacts\nExternal Service

IT Infrastructure

Apps

IT Knowledge Base\Discussions (General)\Network Discussions\Server Discussions

Support

Apps

Business Hours: Monday-Friday, 9 AM to 6 PM, PSTIT Hotline: 408-953-8888, ext # 8888
Email: helpdesk@supermicro.com Ticket System: helpdesk.supermicro.com SAP
Support: help_sap@supermicro.com
Business Hours: Monday-Friday, 9 AM to 6 PM, CSTIT Hotline: +886-2-8226-3990, ext # 4119
Email: helpdesk_taiwan@supermicro.com SAP
Support: help_sap@supermicro.com
Email: helpdesk_europe@supermicro.com SAP
Support: help_sap@supermicro.com
Useful Links (Internal or using Remote Desktop to access only)
Webmail: <https://webmail.supermicro.com/owa>
NL Webmail: <https://nlmail.supermicro.com/owa>
TW Webmail: <https://twmail.supermicro.com/owa>
BOM/Design Center: <https://designcenter.supermicro.com/bom/login.php>
Inventory: <http://inventory.supermicro.com>
MP Server: <https://mpserver.supermicro.com/mrp/>

Activating Office 365 Applications

No articles in this category.

Using Microsoft Authenticator

No articles in this category.

Connect to Office Wireless Network

No articles in this category.

How to Fix Old SharePoint URL

Apps

IT Infrastructure\nOld SharePoint 2016:\nhttps://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nCurrent SharePoint:\nhttps://portal.supermicro.com/sites/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nFrom the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nFrom the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nAttach the file path to "portal.supermicro.com/sites."Ex: https://portal.supermicro.com/sites/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/\nNavigate to the new URL and open the file.Ex:

Example URLs:

Old SharePoint 2016:\nhttps://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nCurrent SharePoint:\nhttps://portal.supermicro.com/sites/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nFrom the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nFrom the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nAttach the file path to "portal.supermicro.com/sites."Ex: https://portal.supermicro.com/sites/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/\nNavigate to the new URL and open the file.Ex:

Solution:

From the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nFrom the old URL, copy the file path. Do not include the file name.Ex: https://portal.supermicro.com/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/Badge%20Access%20Request%20Procedure.docx\nAttach the file path to "portal.supermicro.com/sites."Ex: https://portal.supermicro.com/sites/IT/Shared%20Documents/Badge%20Access%20Request%20Procedure/\nNavigate to the new URL and open the file.Ex:

New Hire Info

Apps

Please follow this IT Checklist to ensure you have all the basic IT essentials taken care of. \n Refer to this IT New Hire Presentation if you missed any setup or information during the orientation. \n Refer to this IT Quick Start Guide if you didn't receive one during orientation. \n Any other questions you may have, please browse our IT Knowledge Base or check Application & Support Contact before filing a ticket. \n IT Contacts- IT Contacts by Region \n Helpdesk Ticket System - Submit a ticket here or send an email to tohelpdesk@supermicro.com \n PR System - Site to submit a Purchase Request \n IT Standard Hardware- IT standard hardware list \n Sign-in to system and update password- sign-in to the system for the first time and update password \n Activate Office 365 and setup MS MFA-access mailbox and activate MS Office 365

New Hire Info

Please follow this IT Checklist to ensure you have all the basic IT essentials taken care of. \n Refer to this IT New Hire Presentation if you missed any setup or information during the orientation. \n Refer to this IT Quick Start Guide if you didn't receive one during orientation. \n Any other questions you may have, please browse our IT Knowledge Base or check Application & Support Contact before filing a ticket. \n IT Contacts- IT Contacts by Region \n Helpdesk Ticket System - Submit a ticket here or send an email to tohelpdesk@supermicro.com \n PR System - Site to submit a Purchase Request \n IT Standard Hardware- IT standard hardware list \n Sign-in to system and update password- sign-in to the system for the first time and update password \n Activate Office 365 and setup MS MFA-access mailbox and activate MS Office 365

For IT Support, please contact helpdesk@supermicro.com or dial 408-953-8888

IT Contacts- IT Contacts by Region \n Helpdesk Ticket System - Submit a ticket here or send an email to tohelpdesk@supermicro.com \n PR System - Site to submit a Purchase Request \n IT Standard Hardware- IT standard hardware list \n Sign-in to system and update password- sign-in to the system for the first time and update password \n Activate Office 365 and setup MS MFA-access mailbox and activate MS Office 365

Contacts

IT Contacts- IT Contacts by Region \n Helpdesk Ticket System - Submit a ticket here or send an email to tohelpdesk@supermicro.com \n PR System - Site to submit a Purchase Request \n IT Standard Hardware- IT standard hardware list \n Sign-in to system and update password- sign-in to the system for the first time and update password \n Activate Office 365 and setup MS MFA-access mailbox and activate MS Office 365

Quick Links

PR System - Site to submit a Purchase Request\nIT Standard Hardware- IT standard hardware list\nSign-in to system and update password- sign-in to the system for the first time and update password\nActivate Office 365 and setup MS MFA-access mailbox and activate MS Office 365