

# Supermicro IT Knowledge Base

Generated on 2025-11-24



# Add an app

## General Information

[Document Library](#)[Popular built-in app](#)[App Details](#)

[Custom List](#)[Popular built-in app](#)[App Details](#)

# Site contents

## Site usage has moved!

Track visits and view trending content on the "Site usage" page.

# Site usage

## General Information

Manage your documents and control permissions using additional libraries.

# IT Handbook

## General Information

USA ITBusiness Hours: Monday-Friday, 9 AM to 6 PM, PST  
IT Hotline: 408-953-8888, ext# 8888  
Email:[helpdesk@supermicro.com](mailto:helpdesk@supermicro.com)  
Ticket System:[helpdesk.supermicro.com](https://helpdesk.supermicro.com)  
SAP Support:[help\\_sap@supermicro.com](mailto:help_sap@supermicro.com)  
Taiwan/Asia ITBusiness Hours: Monday-Friday, 9 AM to 6 PM, CST  
IT Hotline: +886-2-8226-3990, ext# 4119  
Email:[helpdesk\\_taiwan@supermicro.com](mailto:helpdesk_taiwan@supermicro.com)  
SAP Support:[help\\_sap@supermicro.com](mailto:help_sap@supermicro.com)  
NL/Europe  
IT Email:[helpdesk\\_europe@supermicro.com](mailto:helpdesk_europe@supermicro.com)  
SAP Support:[help\\_sap@supermicro.com](mailto:help_sap@supermicro.com)

# Support

## General Information

Business Hours:Monday-Friday, 9 AM to 6 PM, PSTIT Hotline: 408-953-8888, ext # 8888

Email:[helpdesk@supermicro.com](mailto:helpdesk@supermicro.com)Ticket System:[helpdesk.supermicro.com](http://helpdesk.supermicro.com)SAP Support:[help\\_sap@supermicro.com](mailto: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](mailto:helpdesk_taiwan@supermicro.com)SAP Support:[help\\_sap@supermicro.com](mailto:help_sap@supermicro.com)

Email:[helpdesk\\_europe@supermicro.com](mailto:helpdesk_europe@supermicro.com)SAP Support:[help\\_sap@supermicro.com](mailto: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>

MP Server<https://mpserver.supermicro.com/mrp/>

Super Sales<http://super-sales.supermicro.com>

Super-ECO<https://supereco.supermicro.com/Default.aspx>

Super-HR (Payroll check)<http://super-hr.supermicro.com/>

Chamber Booking System<http://service.supermicro.com>

For any issues or feedback regarding the Portal, please contact:

# Activating Office 365 Applications

## General Information

Activating Office 365 Applications

If you see one of the following screens, then your Office 365 still needs to be activated

# Using Microsoft Authenticator

## General Information

Using Microsoft Authenticator on Your Mobile Device

# Connect to Office Wireless Network

## General Information

How Do I Connect to the Office Wireless Network?

If it doesn't connect after a couple of attempts, connect with an ethernet cable, runthis file and restart your computer, then try again

# IT Checklist

## General Information

The first thing you will need to do is log on and reset your account password Prior to your login to the system, you must connect your device to corporation network via Ethernet cable or VPN.

Upon first login you will be prompted to create a new password , it must be 8 to 15 characters long and contain at least 3 of the 4 following -8 to 15 characters-Uppercase Alpha (A-Z)-Lowercase Alpha (a-z)-Numeric (0-9)

Access E-mail and Activate OfficeTo access company email, you must connect to corporation network via LAN connection (ethernet cable), wireless connection (SMC\_OFFICE Wifi) or VPN.  
Use Outlook app on your company computer to access your email or by going to [webmail.supermicro.com](http://webmail.supermicro.com) .

When you first use Office 365 app that's not activated, you'll be prompted to activate Office. Be sure to sign in using your company email address. Refer here to activate your Office apps.

Add PrintersType\\super-ps1 into the Windows Search bar, press enter Scroll to the bottom and install the printer by double-clicking on the printer name.In order to release print jobs from the printer, you need to register your badge on the machine, log in to the printer and follow the on-screen instructions. After you register your badge, you can release your print jobs by scanning your badge.

Add File ServerType\\super-fs into the Windows Search bar, press enter Here you will find shared drives necessary to your job function, submit a ticket to request access to additional folders Refer here to see how to install pre-approved apps

BoxGo to [box.supermicro.com](http://box.supermicro.com) and log in to your account, refer here for help This is your personal cloud storage and can be used for file sharing

BlueJeansGo to [supermicro.bluejeans.com](http://supermicro.bluejeans.com) and register your account with BlueJeans, refer here for help BlueJeans is used for video conferencing, refer here to install

IT Support Help Desk site to submit a ticket for IT Support or email [tohelpdesk@supermicro.com](mailto:tohelpdesk@supermicro.com). Refer here to see how to submit a New IT Support Ticket.

Services ito submit a Purchase Request. Refer here to see how to submit an IT Purchase Request. Yellow Pages – Search here for Site Support

VPN (if applied) To connect to VPN you can use either Pulse Secure or the FortiClient app on your computer. Refer here to connect to VPN. If you follow the steps and still cannot connect, you may submit a ticket for VPN access\* Check the IT Knowledge Base for FAQs and guides related to IT issues \*

# Voice and Mobile

## General Information

Ensure All Work-Related Calls Are Received

# Software Guides

## **General Information**

# Download and Install Office on your Computer

## Clearing Browser History, Cache, and Cookies ■

## Turning the Pop-Up Blocker On or Off

## Signing In to Microsoft Applications

# Network and Cloud Storage

## General Information

Sharing Files with OneDrive

How to Collaborate on Documents using OneDrive

How to Determine Sync Status Badges in OneDrive

How to Restore Previous Version of Files in OneDrive

How to Select Folders Available Locally in OneDrive

# Network

## General Information

Remote Desktop to your Office Computer 

How to connect VPN using Ivanti Secure app

How To connect VPN on Mobile Phone via FortiClient

# Microsoft Team

## General Information

How to Install Microsoft Teams on Windows

How to Sign in to Microsoft Teams with PC, Web, and Mobile

How To Set Up Video Conferencing■■ in MS Teams

# IT Services

## General Information

How to Check the Status of Your Purchase Request

# Email

## General Information

[Set Up Outlook with Email on Your iOS Device](#)■■

[Set Up Outlook with Email on Your Android Device](#)■

[Set up the Outlook Mobile App on An iPhone](#)

[Access Email from Internet - October 7, 2021](#)

[Activate Office 365 and setup MS MFA](#)

# Accounts and Passwords

## General Information

Reset your Office 365 & Windows Password Using Security Info

Changing Your Password on Your Apple iOS Device■

Updating Your Wi-Fi Password on Your Android Device

Updating Your Password on Your Mobile Devices■

Update the Password on Your Corporate iPhone■■■■■■■■■■

Set up Microsoft 365 MFA from a Sign-in Page