Supermicro IT Knowledge Base

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Activating Office 365 Applications

Activating Office 365 Application

Activating Office 365 Applications When you use an Office 365 application for the first time, It may ask you to "Activate the product" or to "Enter a product key" in order to continue using.

Activating Office 365 Applications

If you see one of the following screens, then your Office 365 still needs to be activated How to Activate1. Click "File" in the upper left corner of your Office application2. Click on "Office Account" towards the bottom 3. Then click "Sign in" and sign in using your Supermicro email and password 4.As part of your first time signing in, you will see the following screen and need to set up 2FA for your Microsoft account 5. Select "Mobile App", "Receive Notifications", then click "Set Up" until you reach the screen with a QR code 6. Download the Microsoft Authenticator app on your mobile device 7. Select to add a "Work or school account", then select "Scan QR code" and scan the QR code you were provided 8. After you have scanned the QR code, click "Next" 9. You will receive a push notification on your device, approve this notification to complete the setup of 2FA for Office 365 10. Last step is to add your mobile phone number as a backup recovery method You now have full access to use your Office 365 Applications!

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

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Using Microsoft Authenticator

Using Microsoft Authenticator

Using Microsoft Authenticator on Your Mobile Device

Using Microsoft Authenticator on Your Mobile Device

1. Whenyou log into Office 365, you will need to set up 2FA for your Microsoft account. You can do this manuallyhere too 5. Select "Mobile App", "Receive Notifications", then click "Set Up" until you reach the screen with a QR code 6. Download the Microsoft Authenticator app on your mobile device 7. Select to add a "Work or school account", then select "Scan QR code" and scan the QR code you were provided 8. After you have scanned the QR code, click "Next" 9. You will receive a push notification on your device, approve this notification to complete the setup of 2FA for Office 365 10. Last step is to add your mobile phone number as a backup recovery method Refer here for helpExporting a 2FA Token when moving to a new device

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Connect to Office Wireless Network

Connect to Wireless

How Do I Connect to the Office Wireless Network?

How Do I Connect to the Office Wireless Network?

1. Make sure your Wi-Fi is enabled 2. Look for the "SMC_Office" network, and click "Connect" 3. Enter your Supermicro username and password to connect If it doesn't connect after a couple of attempts, connect with an ethernet cable, runthis file and restart your computer, then try again3. You are now connected to the Supermicro Office 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

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Voice and Mobile

How to set up E-mail Alerts on iOS

How to set up E-mail Alerts on iOS Note this is good for Iphone5+ series. If you are can't see the following screen with "VIP". Please install iPriorityMail app. You may find it in App Store.

Open mail, find an email from the sender. Click "Add to VIP" How to Receive Call and Message Alert from your Very Important Supervisors Bypass Silent Control Ready to Go for Text and Call- Customized ring tone and stay active even in silent and/or Do-not-disturb mode Cell Phone Sound Control- Usually, a text tone or ring tone will be played when a message or phone call comes in Flashing LED - The LED Flash is for general control, not for specific contact; it will flash for all incoming text and call. It will only flash when phone is in screen lock state. B You can now access your Supermicro email from your iOS mail app! Your email may take some time to sync depending on how many emails you have

Your email may take some time to sync depending on how many emails you have

Using Focus Mode in iOS 15

Here's how the new iPhone Focus mode works in iOS 15

Apple is looking to help users minimize distractions with the all-new Focus mode iniOS 15(also supported by Mac, iPad, and Apple Watch). The feature has the ability to set notification, call, and message filters, auto-reply to others when you're not available, and comes with handy customization and automation. Let's dive into how iPhone Focus works in iOS 15.The new iPhone Focus feature is an evolution of Apple's Do Not Disturb and brings more flexibility, control, automation to hopefully bring more… focus to your life.Whether that's at work or home, for driving, exercise, reading, creative time, sleep, or anything else, you can create a custom set of filters for how notifications, calls, messages, and auto-replies work on youriPhone.■■The key parts of Focus include silencing alerts and notifications, picking any apps and people that you do want to be able to reach you/send alerts, and setting when you want that Focus to be enabled (you can also manually turn them on/off).But if someone needs to share something important, iOS 15 includes the option to "Notify Anyway," which will push the alert through in apps like Messages.■First up, you'll pick which contacts and apps you want to still get notifications from in the Focus you're setting up. Apple will suggest both people and apps based on the Focus you're customizing■Now, you can customize your Focus further with home screen custom pages, hidden notification badges, and dimming the lock screen. Just above "Home Screen" and "Options," you also get another chance to turn Focus Status on/off.■Finally, choose if you want your Focus to turn on/off automatically based on a schedule, your locations, app use, or via "Smart Activation."■Head back to the main Focus screen in Settings to set up more Focus modes for personal, driving, exercise,

reading, or anything you can think of.Tap the + icon in the top right corner to create a custom iPhone Focus or use one of the suggestions.

How to Import Company Address Book

How to Import Company Address Book

1. Under Settings, select Contacts 2. Select Accounts, choose Microsoft Exchange. Enter companny email address and click Next. Then choose Sign In. 3. After you've connected your Exchange account, open the Contacts app and click on "Groups" in the top left 3. Make sure "All Exchange" is checked Your directory contacts are now accessible from your mobile device!

1. Under Settings, select Contacts

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Mozilla Firefox support

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What Applications Can I Install

What Third-Party Applications Can I Install? NOTE: Some apps may still require an IT admin to install. Open a ticket for help installing these apps.

What Third-Party Applications Can I Install?

1. On Windows Search bar, type \\super-fs and click Enter If the app you need is not available in the app repository, please download the installation file, then open an IT ticket for assistance2. Open the following path \\super-fs\SMCI-Apps-Repository\None-License-Required\Applications 3. Open the share and you can now see all folders containing approved applications Please check the app repository before filing a ticket for a software installation

Sharing Documents with SharePoint

Sharing Documents with SharePoint

Sharing Documents with SharePoint

1. Select the ellipses (...) next to the document or folder to open its document callout, and then

select Share. You will also be given a share link which can be copied , pasted, and shared as you please2. In the Share dialog box on the Invite People tab, type names or email addresses of people you want to share the document or folder with. You may also be given the option to select a permission setting.If you want, type a message to be included with an email that's sent to all invitees. The email includes a link to the shared document.If you don't want to send an email, click Show Options, and then uncheck Send an email invitation.

You may also be given the option to select a permission setting.

If you want, type a message to be included with an email that's sent to all invitees. The email includes a link to the shared document.

If you don't want to send an email, click Show Options, and then uncheck Send an email invitation.

Clearing Browser History, Cache, and Cookies

Clearing Browser History, Cache, and Cookies

Clearing Browser History, Cache, and Cookies

Google ChromeView Google Chrome instructions for clearing history, cache, and cookies.Microsoft EdgeView Microsoft Edge instructions for clearing history, cache, and cookies.Mozilla Firefox View Mozilla Firefox instructions for clearing history, cache, and cookies.Internet ExplorerViewInternet Explorer instructions for clearing history, cache, and cookies.

How to Login to SAP

How to Submit SAP Account Request

How to Submit SAP Account Request

If you don't have SAP account, please ask your supervisor to submit a ticket for CRM account.Note: The new hire cannot submit the SAP Account request themselvesFor manager reference:1. Go to https://service.supermicro.com:8199/makerequestINAcct.aspx2. Fill out all the information such as belowSAP Support Contact:Please reach out to SAP Support team at help_SAP@supermicro.com regarding SAP login issue or SAP issue.

How to use Adobe Pro Applications

How to use Adobe Pro Applications NOTE: If you can not connect submit an IT Ticket for access

How to use Adobe Pro Applications

1. Click the Windows "Start" button at the bottom-left of your screen and look for Remote Desktop Connection 2. Connect to the remote system Enter the computer name:rdp.supermicro.com 3. Once connected you will be given a Virtual Desktop You can now use Adobe Reader Pro on the Desktop! You can transfer files bymapping a network driveor usingBox

Turning the Pop-Up Blocker On or Off

Turning the Pop-Up Blocker On or Off

Turning the Pop-Up Blocker On or Off

Google ChromeView Google Chrome instructions for turning the pop-up blocker on or off.Microsoft Edge Note that currently there is no option in Microsoft Edge to turn off the pop-up blocker for specific websites; you must either have the pop-up blocker enabled for all sites or disabled.View Microsoft Edge instructions for turning the pop-up blocker on or off.Mozilla FirefoxView Mozilla Firefox instructions for turning the pop-up blocker on or off.Internet ExplorerView Internet Explorer 11 instructions for turning the pop-up blocker on or off. (select the Pop-Up Blocker section)

Signing In to Microsoft Applications

Signing In to Microsoft Applications NOTE: The sign-in steps may differ slightly depending on which application you are signing in to. However, the general steps will still apply.

Signing In to Microsoft Applications

1. Click on the Sign In link or Account link Click on theSign Inlink.Or click on theAccountlink.2. Click Sign In 3. Enter your email address. Then click Next 4.Enter your password. Then click Sign In 5. You're now signed in to this Microsoft app! For Microsoft Office apps (e.g., Word, Excel, PowerPoint), when you sign in to one application, you are automatically signed in to the other Office applications. If you are prompted with the following screen, referhere to activate 2FA for your Microsoft account

Click on theSign Inlink.

Or click on theAccountlink.

For Microsoft Office apps (e.g., Word, Excel, PowerPoint), when you sign in to one application, you are automatically signed in to the other Office applications.

Checking for Windows Updates on Your PC

Checking for Windows Updates on Your PC

1. Close all applications you have running. You may also want to restart your computer to stop any background processes that may be running.2. Click on the Start menu and select the Settings icon.You can also use the search bar to look for "updates" or "windows update." 3. Click on Update & Security. 4. Click Check for UpdatesIt may take quite a long time for Windows Update to check for updates, so be patient. 5. All available updates should immediately start downloading and installing, but if you see a Download or Install button, click on it. 6. Some updates will require that you restart your computer. If you see a Restart button, click on it to restart your computer. Please note that some updates will continue to process once you restart your PC. You may see a loading screen or a progress screen as the update(s) are installed. Do not unplug or try to turn off your PC during this process!7. If your computer installed a lot of updates, you may want to repeat this process to check for additional updates.

You can also use the search bar to look for "updates" or "windows update."

It may take quite a long time for Windows Update to check for updates, so be patient.

Allowing Cookies in Your Web Browser

Allowing Cookies in Your Web Browser

Allowing Cookies in Your Web Browser

Google Chrome Please follow these instructions to enable cookies for Google Chrome In Cookies, next to "Blocked," turn on the switch.Microsoft EdgePlease follow these instructions to enable cookies for Microsoft EdgeMozilla FirefoxPlease follow these instructions to enable cookies for Mozilla Firefox Under Enhanced Security Protections, choose either Standard or uncheck the Cookies option in the Custom settings. Internet ExplorerPlease follow these instructions to enable cookies for Internet Explorer

In Cookies, next to "Blocked," turn on the switch.

Under Enhanced Security Protections, choose either Standard or uncheck the Cookies option in the Custom settings.

Download and Install Office on your Computer

Download and Install Office on your Computer NOTE: Make sure you have a license assigned first! Search for an email from " SMCI-IT-US-Users-365" if you're unsure

Download and Install Office on your Computer

1.Open your internet browser to the Office 365 Online 2. Click "Sign In" on the top right of the page, then Enter your email address and click Next 3.Enter your password. Then click Sign In 4. Click Install Office, then Office 365 apps 5. A file downloads to your computer. Once the file has finished downloading, click the file and go through the installation steps. 4. After Office 365 has finished installing you need to sign in to Office with your SMC Office 365 account. Refer here for help withActivating Office 365 Applications

How to Pair Logitech Devices

How to Pair Logitech Devices■

How to Pair Logitech Devices■

This will only work for the Logitech Unifying Software and newer Logitech devices1. Runthisfile to install Logitech Unifying Software■■2. Click "Next" then plug in a Unifying Receiver, Click "Next"■■3. Turn your device "OFF" then back "ON"■■■■Your device will now be recognized and paired!

Security

Using Microsoft Authenticator

Using Microsoft Authenticator on Your Mobile Device

Using Microsoft Authenticator on Your Mobile Device

1. Whenyou log into Office 365, you will need to set up 2FA for your Microsoft account. You can do this manuallyhere too 5. Select "Mobile App", "Receive Notifications", then click "Set Up" until you reach the screen with a QR code 6. Download the Microsoft Authenticator app on your mobile device 7. Select to add a "Work or school account", then select "Scan QR code" and scan the QR code you were provided 8. After you have scanned the QR code, click "Next" 9. You will receive a push notification on your device, approve this notification to complete the setup of 2FA for Office 365 10. Last step is to add your mobile phone number as a backup recovery method Refer here for helpExporting a 2FA Token when moving to a new device

What is Spear Phishing and How do I Spot a Phishing Attack

What is Spear Phishing and How do I Spot a Phishing Attack?

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What is Spear Phishing?Spear Phishing is an email spoofing fraud attempt that targets a specific organization seeking unauthorized access to confidential data. While spear phishing is similar to a phishing email, the messages are typically more personalized, making it appear that they are from a person or organization that you are familiar with - - a trusted source. The success of spear phishing hinges on its ability to appear authentic and how logical the request seems to be. Everyone with an email address is a potential target. How do I spot a phishing attack?To protect yourself from phishing attacks, look out for emails and messages that have these characteristics: Requests to click on links or open attachmentsSense of UrgencyAppeal to Human Greed and FearRequesting Sensitive Data Companies will never ask for passwords, social security numbers, and other sensitive data via email. Always check the URL of the site you are visiting. Many times Phishers direct you to an imitation website that appears legitimate, but steals your password or other sensitive data.Need More Help?Contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

Requests to click on links or open attachments

Sense of Urgency

Appeal to Human Greed and Fear

Requesting Sensitive Data

Using Google Authenticator on Your Mobile Device

Using Google Authenticator on Your Mobile Device

1. Complete the initial setup so you are ready to scan a QR code 2. You will first need to be provided a QR code from the application you are attempting to access You will also be provided with recovery keys in case you lose your device or need to recover your token3. Open the app and click the (+) on the bottom right, then select "Scan a QR code", next scan the QR code you were provided3. Once setup, you will see your Time-Based codes within the app. Enter these codes for the corresponding app when prompted Refer here for helpExporting a 2FA Token when moving to a new device

How Do I Know What Website I'm Really Visiting

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Check the URL carefully The simplest way to know what website you are visiting is to check the URL: the address of the website.Common extensions include (but are not limited to): *.com, *.net, *.co.uk, *.jp, *.org, etc.http://www.example.comhttp://www.example.co.uk/sites/IT/faculty/login.phphttp://example.login.main.onlinestore.comhttp://example.mail.co.uk/faculty/login.phpSome Examples of Fake URLshttp://www.login.mybank.fake.com/sites/IT/login.php -- This URL would take you to fake.com, NOT mybank.Hover over the URL so you know where you're going Notice in the image above, when the mouse hovers over the link the URL is displayed at the bottom of the web browser. Hovering over a link, even one where the URL is spelled out, can be useful in figuring out if the link is okay to click.Hover your mouse over the link below. Is the address in the text the same as the URL it is pointing to?http://safe_and_friendly_company.com/login Notice that although the text shows a safe URL, the link is actually programmed to go to a different URL. This is a big red flag!About URLs Understanding the construction of a URL is your most important defense against phishing attacks. If you're confused by a URL, it's best to ask someone for help to determine if it's safe to click it!URLs have domain extensions. They are located after http:// and are right before the first single-slash /. In the following example, the domain extension is .com: https://portal.supermicro.com/sites/IT/Pages/default.aspxEach URL has a domain. The domain is located after the http:// and before the first single-slash / and they include the domain extension. In the following example, the domain is supermicro.com: https://portal.supermicro.com/sites/IT/Pages/default.aspxEach domain has a hostname which can be confusing. The hostname of a URL is all of the leftmost pieces of a full internet address if there are more than 2 parts to the address. If there are only 2 parts of the address, then the hostname is

equivalent to the domain name. In the following example, www.supermicro.com is the hostname as well as the domain name: https://supermicro.com/sites/IT/en. In this next example, the hostname is portal.supermicro.com: http://portal.supermicro.com.Be careful! URLs can be tricky.Ask yourself: does my company own this domain?Examine the URL in the link's destination; ignore the link's text!

URLs have domain extensions. They are located after http:// and are right before the first single-slash /. In the following example, the domain extension is .com: https://portal.supermicro.com/sites/IT/Pages/default.aspx

Each URL has a domain. The domain is located after the http:// and before the first single-slash / and they include the domain extension. In the following example, the domain is supermicro.com: https://portal.supermicro.com/sites/IT/Pages/default.aspx

Each domain has a hostname which can be confusing. The hostname of a URL is all of the leftmost pieces of a full internet address if there are more than 2 parts to the address. If there are only 2 parts of the address, then the hostname is equivalent to the domain name. In the following example, www.supermicro.com is the hostname as well as the domain name: https://supermicro.com/sites/IT/en. In this next example, the hostname is portal.supermicro.com: http://portal.supermicro.com.

Be careful! URLs can be tricky.

Ask yourself: does my company own this domain?

Examine the URL in the link's destination; ignore the link's text!

Data Loss Prevention (DLP)

DLP QA_April2023.pdf

DLP QA_April2023.pdf

Using ■FortiToken on Your Mobile Device

Using FortiToken on Your Mobile Device

Using FortiToken on Your Mobile Device

1. Open your FortiToken app and click the (+) to scan your QR code 2. You will first need to be provided a QR code from IT - Search if you received an email from "SMC MFA"- Download the FortiToken app from the App Store , scan the QR code you were provided- Enter the code from the app OR approve the notification to connect 3. Once setup, you will see your Time-Based code within the app. You can also approve with push notifications when using FortiClient VPN When moving to a new device, youmustcontact IT to receive a new QR code

Exporting a 2FA Token

Exporting a 2FA Token NOTE: You willneedto export your tokens whenever moving to a new device

Exporting a 2FA Token

Google Authenticator Open theAuthenticator appon your old iPhone.Tap thethree dots, available in the top-right corner of the screen.Use theExport Accountsoption. Select the accounts that you want to export and tapContinue.DownloadGoogle Authenticatoron your new device. Tap on the '+' icon available in the bottom-right corner of the screen and selectScan a QR code.Scan the codethat you generated at Step 3 and the accounts will be automatically transferred. You can export up to 10 accounts at a time. If you have more than 10 two-factor authentication setups, you will need to perform this action a couple of times. Microsoft AuthenticatorTurn on iCloud backup for iOS devices On your iOS device, selectSettings, selectBackup, and then turn oniCloud backup.Your account credentials are backed up to your iCloud account. This step willrequireyou to use a personal Microsoft account, your SMC account willNOTwork. If you do not have a personal outlook account, youMUSTcreate one in order to use the iCloud Backup option. Otherwise, remove the token from the device and followthis guide to add the token to your new device Recover your account credentials on your new device On your mobile device, open the Microsoft Authenticator app, and select Begin recovery from the bottom of the screen.Sign in to your recovery account, using the same personal Microsoft account you used during the backup process. Your account credentials are recovered to the new device!

Google Authenticator

Open theAuthenticator appon your old iPhone.

Tap thethree dots, available in the top-right corner of the screen.

Use theExport Accountsoption. Select the accounts that you want to export and tapContinue.

DownloadGoogle Authenticatoron your new device. Tap on the '+' icon available in the bottom-right corner of the screen and selectScan a QR code.

Scan the codethat you generated at Step 3 and the accounts will be automatically transferred.

You can export up to 10 accounts at a time. If you have more than 10 two-factor authentication setups, you will need to perform this action a couple of times.

Microsoft Authenticator

Turn on iCloud backup for iOS devices

On your iOS device, selectSettings, selectBackup, and then turn oniCloud backup.Your account credentials are backed up to your iCloud account.

This step willrequireyou to use a personal Microsoft account, your SMC account willNOTwork. If you do not have a personal outlook account, youMUSTcreate one in order to use the iCloud Backup option. Otherwise, remove the token from the device and followthis guide to add the token to your new device

On your mobile device, open the Microsoft Authenticator app, and select Begin recovery from the bottom of the screen.

Sign in to your recovery account, using the same personal Microsoft account you used during the backup process.

Can I Click on the Link in My Email

Can I Click on the Link in My Email?

Can I Click on the Link in My Email?

Verify the link before clicking You should always be suspicious of links in an email. Before you click, you should verify that you recognize the URL.Some websites can install malicious software just by visiting them.Phishers love to use websites that appear legitimate to steal your passwords and other sensitive information.If you are prompted to install any content or download a file when visiting a website, always click No and follow up with your IT staff. Companies will never ask for passwords, social security numbers, or other sensitive data via email.Need More Help?Contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

Setting Up Your Mobile Device for 2FA

Setting Up Your Mobile Device for 2FA NOTE: You willrequiresome kind of mobile device in order to successfully use 2FA. DoesNOT need to be a company-issued device but is recommended if you have been provided one

Setting Up Your Mobile Device for 2FA

Why do we force 2FA?With 2-Step Verification (also known as two-factor authentication), you add an extra layer of security to your account in case your password is stolen. After you set up 2-Step Verification, you'll sign in to your account in two steps using:Something you know, like your passwordSomething you have, like your phoneAfter you turn on 2-Step Verification, you'll need to complete a second step to verify it's you when you sign in. 1. Download and Install Authenticator apps on your mobile device. IT recommends using the "Google Authenticator" and "MicrosoftAuthenticator " apps DoNOTdelete the app once it is set up, you must use it to authenticateevery timeyou log in with 2FA. If you lose the app or your device you willNOTbe able to log into 2FA services!2. Microsoft Authenticator will only be used for Authenticating with Microsoft

services 3. Google Authenticator will be used for all other services (Box, GitLab, etc.) If you are changing to a new device, youMUSTexport your 2FA tokens before wiping your old device otherwise, you will lose access toall2FA services

Something you know, like your password

Something you have, like your phone

After you turn on 2-Step Verification, you'll need to complete a second step to verify it's you when you sign in.

If you are changing to a new device, youMUSTexport your 2FA tokens before wiping your old device otherwise, you will lose access toall2FA services

Printing

How to Register Badge with Printers

How to Register Badge with Printers NOTE: If you forgot bring your badge to access, you can always logon with your email account.

How to Register Badge with Printers

1. Scan your badge under the panel , and hit YES. 2. Enter your E-Mail ID (No need to enter @supermicro.com) and Password. 3. Remember to Log-Out after use: (By default it will time-out within 1 min) If you print PDF from Microsoft Edge, it won't work due to their authentication not using your domain account. Please use "Adobe Reader/Acrobat" to open and print PDF files.

If you print PDF from Microsoft Edge, it won't work due to their authentication not using your domain account. Please use "Adobe Reader/Acrobat" to open and print PDF files.

Printer Troubleshooting

Printer Troubleshooting NOTE:If you replaced your badge, please contact IT to update the new badge number in the PaperCut printing system.

Printer Troubleshooting

1 . Before contacting IT, please try to reboot your computer to see if it fixes the issue.2. Try to remove the printer and then add it back. If the above steps don't help, please contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

If the above steps don't help, please contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

How to Fax

How to Fax

To request an XM fax account, please submit a Purchase Request.1. Login Supermicro Office Ticket System: Select "Make a Request" from the menu at left->Select Purchase Request Application (Purchase)2.Fill out the information as below:Purchase Type: Regular PurchaseSoftware/Hardware/Access BadgeCloud-Base/Subscription License

SoftwareVendor:XMediusPurpose: XMedius Fax Accout3. Once IT received approved ticket, users will receive invitation email to create XM fax account, please follow the instruction to create account.Here is the sample email you will see when you receive inbound fax, you can download the attachment if you need to print it out. Login to the web portal to send fax 1. Login to the portal:Login (xmedius.com) 2 . To start Fax, please click on "New fax" Enter Recipient Information: Enter destination fax number (no space in between, for example: 14081234567).Attached fax document to "Attachments" section. Click on "Preview" to preview the fax or you can click on "Submit" to send fax.You will receive fax confirmation via email, here is the sample email: 3) To check fax history: For outbound history, please click on "Outbound History"For inbound history, please click on "Inbound History"

3) To check fax history:

For outbound history, please click on "Outbound History"

For inbound history, please click on "Inbound History"

How to Add a Printer

How to Add a Printer (for color printer, please check step 5) NOTE:If you print PDF from Microsoft Edge, it won't work due to their authentication not using your domain account. Please use "Adobe Reader/Acrobat" to open and print PDF files

How to Add a Printer (for color printer, please check step 5)

1. If you are located in HQ Site (Building 1, 2, 3, 5, 6, 8, 9, 10) , on the search box type \\super-ps1, then press "Enter" on the keyboard. 2. Install the printer by double clicking on the printer name. If you don't know which printer to install, install US_PrintMe_BW printer. US_PrintMe_BW is the copy machine in each building. 3. If you are located in Green Park Site (Building 20, 21, 22, 23) ,on the search box type \\us-gp-ps1, then press "Enter" on the keyboard , install the printer by double clicking on the printer name. 4. If you are located in Building 7 in Fremont, on the search box type \\us-b7ps1, then press "Enter" on the keyboard, install the printer by double clicking on the printer name. 5. Adding color printer for your computer is similar for adding black and white printer. Follow the instruction as in step 1, scroll down and double click US_PrintMe_Color to install the color printer. Only certain department can print color by default. If you can't add the color printer, please email your manager for approval. Then forward the approval email tohelpdesk@supermicro.com In order to release print jobs from the copy machine, you need to register your badge on the copy machine. Please follow the instruction here onHow to Register Badge with Printers .

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Network and Cloud Storage

Collaborate on Documents with Box

Collaborate on Documents with Box NOTE: First confirm that you have access to Box and have created an account, Box is where you will upload the documents for sharing and co-authoring

Collaborate on Documents with Box

Sharing Files with BoxRefer here for information onSharing Files with Box Editing the Document The following details if you are the one receiving the link and wish to edit the document 1. Navigate to the box link and enter the password for the share If you do not have an SMC Box account or are a guest user it will prompt you to first create a guest username 2. You can now Live edit shared documents with your team!

How to Use Box

How to use Box

Main PageWhen you log in for the first time you will see your main page looking like this: Your main page contains two parts in it.The first part and the one most easy to see is all files and folders tub which takes the majority of the page.In it, you can see and navigate through all files and folders you have access to.You can also see all the information about the data you have (Size, Time modified, etc…)One more important detail is the total number of files and folders as well as the space consumption of those files at the bottom of the list.Navigation tab In this tab, you can easily navigate through the files, and see only certain categories of them.In this tab, you can navigate through the files, and see only certain categories of them.All files– This will show you all files that you have permission to access or look into.Recent– Will only show you your files that were recently added.Shared with you– As its name says all files that are shared with you.Favorites– Will show you all files that you set as favorite.Shared with others– Are all the files you shared with other users.Shared by link– Those files are all the files that you uploaded using a link, not old and hard way by uploading data.Tags– Will show you all files that have certain tags.Delete files– Will delete marked files.Settings– This Will allow you to see all hidden files and will provide you a link for WebUI of the NextCloud application.How to access files/foldersTo access files/folders, you must use a different approach than you are used to.First, you need to click on the file/folder you want to open.When you do that pop-up window will appear on the right side of the screen that will give you all the information about that particular file/folder. We use the same procedure for opening files.The only difference is that files with a format that are unknown will be downloaded directly to your computer while others will be opened directly within the application.Create a new Folder/Text fileCreating a new Folder/Text file in NextCloud is fast and easy.Just click on the "+" icon at the top of the files list and a drop-down menu will appear.For example, click on the New

Folder, then name it and press Enter to confirm. After that, you will be able to see your new Folder in the Folders/Files list.How to Upload a fileThe process is the same as for creating Folders/Text files.Just click on the "+" icon at the top of the files list and a drop-down menu will appear.Pick Upload from the list, pop-up window will appear in which you should choose files from your personal directory that you wish to upload.When you confirm upload process will immediately start. Your file will be visible in folders/files list after upload is complete.

When you log in for the first time you will see your main page looking like this:

Sharing Files with Box

Sharing Files with Box

1. Click the (+), then click "Upload file" to upload a document 2. After the file completes uploading, click on the three dots, then select "Share" 3. Click the (+) to Create a new share link 4. Create a Password and Expiration date for the Share (Required) 5. You can now copy and paste the share link You can also enter email addresses to automatically share the link.

You can also enter email addresses to automatically share the link.

Sync for■ OneDrive

Syncing OneDrive

1.Click the Windows "Start" button at the bottom-left of your screen and look for OneDrive If you do not have OneDrive you can download it fromhere 2. When OneDrive Setup starts, enter your Supermicro email and password then select Sign in. 3. Select Next to accept the default folder location for your OneDrive files. If you want to change the folder location, select Change location 4. Files On-Demand helps you access all your files in OneDrive without having to download all of them and use storage space on your Windows device. Select Next. 5. You're all set. Your OneDrive files will appear in File Explorer in the OneDrive folder. 6. You now have a new white or blue cloud icon (or both) in your notification area and your files are synced to your computer. 7. Any time you want to change the folders you sync on your computer, right-click that cloud icon in the taskbar notification area, and select Settings > Account > Choose folders.

Cloud Storage

Cloud StorageNameHomeIT-Knowledge-BaseCollaborate on Documents with Box__Sharing Files with BoxSharing Files with OneDriveSyncing_ OneDriveCollaborate on Documents using_ OneDriveOneDrive for MobileSync for BoxAccessing_ OneDriveHow to use BoxManage Files On-DemandHow to use Files On-Demand with OneDriveHow to determine sync status badges in

OneDriveHow to check storage usage in OneDriveHow to restore previous version of files in OneDriveStop sharing file in OneDriveHow to share files with OneDriveHow to upload files to OneDriveHow to select folders available locally in OneDriveHow to set up OneDrive on Windows 10Cloud StorageAccessing_ Your Box Account_Add new pageFollowjavascript: SP.SOD.executeFunc('followingcommon.js', 'FollowDoc', function() { FollowDoc('{ListId}', {ItemId}); });0x00x0ContentType0x011100View in Web Browser/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid;={ItemId}&DefaultItemOpen;=10x00x1FileTypevdw255View in Web Browser/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid;={ItemId}&DefaultItemOpen;=10x00x1FileTypevsdx255View in Web Browser/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid;={ItemId}&DefaultItemOpen;=10x00x1FileTypevsdm255Compliance Detailsjavascript:if (typeof CalloutManager !== 'undefined' && Boolean(CalloutManager) && Boolean(CalloutManager.closeAll)) CalloutManager.closeAll(); commonShowModalDialog('{SiteUrl}'+
'/_layouts/15/itemexpiration.aspx'
+'?ID={ItemId}&List;={ListId}', 'center:1;dialogHeight:500px;dialogWidth:500px;resizable:yes;status: no;location:no;menubar:no;help:no', function GotoPageAfterClose(pageid){if(pageid == 'hold') {STSNavigate(unescape(decodeURI('{SiteUrl}'))+
'/_layouts/15/hold.aspx'
+'?ID={ItemId}&List;={ListId}'); return false;} if(pageid == 'audit') {STSNavigate(unescape(decodeURI('{SiteUrl}'))+
'/_layouts/15/Reporting.aspx'
+'?Category=Auditing&backtype;=item&ID;={ItemId}&List;={ListId}'); return false;} if(pageid == 'config') {STSNavigate(unescape(decodeURI('{SiteUrl}'))+
'/_layouts/15/expirationconfig.aspx'
+'?ID={ItemId}&List;={ListId}'); return false;} if(pageid == 'tag') {STSNavigate(unescape(decodeURI('{SiteUrl}'))+
'/_layouts/15/Hold.aspx'
+'?Tag=true&ID;={ItemId}&List;={ListId}'); return false;}}, null);0x00x1ContentType0x01898Edit in Browser/_layouts/15/images/icxddoc.gif?rev=44/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/formserver.aspx?XsnLocation={ItemUrl}&OpenIn;=Browser&Source;={Source}0x00x1FileTypexsn255Edit in Browser/_layouts/15/images/icxddoc.gif?rev=44/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/formserver.aspx?XmlLocation={ItemUrl}&OpenIn;=Browser&Source;={Source}0x00x1ProgIdInfoPath.Document255Edit in Browser/_layouts/15/images/icxddoc.gif?rev=44/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/formserver.aspx?XmlLocation={ItemUrl}&OpenIn;=Browser&Source;={Source}0x00x1ProgIdInfoPath.Document.2255Edit in Browser/_layouts/15/images/icxddoc.gif?rev=44/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/formserver.aspx?XmlLocation={ItemUrl}&OpenIn;=Browser&Source;={Source}0x00x1ProgIdInfoPath.Document.3255Edit in Browser/_layouts/15/images/icxddoc.gif?rev=44/sites/IT/ITKnowledgeBase/Network and Cloud Storage/_layouts/15/formserver.aspx?XmlLocation={ItemUrl}&OpenIn;=Browser&Source;={Source}0x00x1ProgIdInfoPath.Document.4255Document Set Version History/_layouts/15/images/versions.gif?rev=44javascript:SP.UI.ModalDialog.ShowPopupDialog('{SiteUrl}'+
'/_layouts/15/DocSetVersions.aspx'
+ '?List={ListId}&ID;={ItemId}')0x00x0ContentType0x0120D520330Send To other

location/_layouts/15/images/sendOtherLoc.gif?rev=44javascript:GoToPage('{SiteUrl}' + '/_layouts/15/docsetsend.aspx'

+ '?List={ListId}&ID={ItemId}')0x00x0ContentType0x0120D520350View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeCSV255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeODS255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeXLS255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeXLSB255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeXLSM255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeXLSX255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeODS255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeXLSB255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeXLSM255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeXLSX255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1ProgIdOneNote.Notebook255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeONE255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeONETOC2255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24ProgIdOneNote.Notebook255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeONE255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeONETOC2255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeODP255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePOT255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePOTM255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePOTX255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPS255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPSM255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPSX255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPT255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPTM255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypePPTX255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypeODP255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypePPSX255Edit in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=edit&source;={Source}0x00x24FileTypePPTX255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeDOC255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeDOCM255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeDOCX255View in Browser{SiteUrl}/_layouts/15/WopiFrame.aspx?sourcedoc={ItemUrl}&action;=view&source;={Source}0x00x1FileTypeDOT25

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Cloud Storage

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Ask a Questionnew discussionRecentMy discussionsUnanswered questionsThere are no items to show in this view of the "forum" discussion board.■■

Ask a Question

There are no items to show in this view of the "forum" discussion board.

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Sync for Box

Sync for Box NOTE: You will need an activatedBox account and the Nextcloud Desktop client to setup sync, download and install the clienthere

Sync for Box

1. Click the Windows "Start" button at the bottom-left of your screen and look for Nextcloud 2. Select "Log in to your Nextcloud" 3. Enter box.supermicro.com as the Server Address, click "Next" A browser window will automatically open up to the Box login page4. Select "Log in", then "Grant access" to connect to your Box account 5. Return to the Nextcloud client window, choose what content you want to sync, then click on "Connect"You can choose to sync everything or only certain files and folders6. You will now see a Nextcloud folder synced in your File Explorer!

1. Click the Windows "Start" button at the bottom-left of your screen and look for Nextcloud

OneDrive for Mobile

OneDrive for Mobile

OneDrive for Mobile

OneDrive for iOS1. Download "Microsoft OneDrive" from the App Store 2. Enter your Supermicro email address and password 3. After you sign in, you can see the contents of your OneDrive. OneDrive for Android1.Download "Microsoft OneDrive" from the Play Store 2. Click to Sign in 3. Enter your Supermicro email address and password

OneDrive for Android

Sharing Files with■■ OneDrive

Sharing Files with OneDrive

1. Share a File2. Choose your Share Settings 3. Share a file in Office on the desktop 4. Share a link in Outlook Using OneDrive to share externally is not allowed, please useBox for external sharing

Accessing Box Account

Accessing YourBox Account

1. Open your internet browser to theSupermicro Box site 2. Enter your Supermicro email and password to log in Every employee with a Supermicro domain account should have a Box account by default. 3. Upon first login you will be prompted to set up 2FA , Click on "TOTP (Authenticator App)" You will be then be provided with your secret recovery key and a QR Code 4. Download the "Google Authenticator" app on your mobile device5. Open the app and click the (+) on the bottom right, then select "Scan a QR code", next scan the QR code you were provided 6. After you register the QR code, you will now see the Box Authentication code in the app. Enter this code before the timer is up. 7.Click on "TOTP (Authenticator App)" to complete the 2FA setup 4. Wait for the code to refresh, enter it on the next screen to complete 2FA login 4. You can now log in to Box using 2FA!

Accessing■ OneDrive

Accessing OneDrive

1.Open your internet browser to theOneDrive login page 2. Enter your Supermicro email and password to log in 3. You will now see your OneDrive cloud storage! You will be given 1TB of cloud storage space which can be used for sharing and collaborating!

Sharing Files with Box

1. Click the (+), then click "Upload file" to upload a document 2. After the file completes uploading, click on the three dots, then select "Share" 3. Click the (+) to Create a new share link 4. Create a Password and Expiration date for the Share (Required) 5. You can now copy and paste the share link You can also enter email addresses to automatically share the link.

You can also enter email addresses to automatically share the link.

Network

Remote Desktop to your Office Computer

Remote Desktop to your Office Computer NOTE: Remote Desktop mustbe enabled on the remote system, and your accountmustbe granted access to connect to that specific system. If you don't currently have access, obtain your manager's approval and attach this to your ticket request

Remote Desktop to your Office Computer

Make sure you have already contacted IT and requested this access or it will not allow your connectionYou must first be connected to VPN in order to establish a Remote Desktop Connection1. Click the Windows "Start" button at the bottom-left of your screen and look for Remote Desktop Connection 2. Enter either the IP address or hostname of the system you want to remote connect to, then click "Connect" 3. When prompted, enter your email and password to log into the remote system

VPN Overview

VPN Overview NOTE: You willREQUIRE VPN access and a successful stable connection in order to work from home

VPN Overview

VPN Supported Operating Systems WindowsMacMicrosoft Windows 10/11 macOS Big SurmacOS CatalinamacOS Mojave What Must I Install to Use VPN? FortiToken - a 2-Factor Authentication mobile appFortiClient - VPN Desktop ClientPulse Secure - VPN Desktop ClientThere are two VPN clients available for use, attempt connections with bothbeforefiling a ticket for VPN support. You doNOT need to use both VPN Clients, use whichever provides you with the most stable connection How to Use VPN to Connect to a Remote Windows Desktop Establish a successful VPN connectionRemote Desktop - must be enabled on the remote system (Windows) in your officeRemote DesktopClient- must be installed on the local system (Windows or Mac)Connections for the Remote Desktop application arePC to PCandMac to PC. Remote Desktop isNOTSUPPORTEDforMac to MacorPC to Mac!

Microsoft Windows 10/11

macOS Big SurmacOS CatalinamacOS Mojave

FortiToken - a 2-Factor Authentication mobile app

FortiClient - VPN Desktop Client

Pulse Secure - VPN Desktop Client

There are two VPN clients available for use, attempt connections with bothbeforefiling a ticket for VPN support. You doNOT need to use both VPN Clients, use whichever provides you with the most stable connection

Establish a successful VPN connection

Remote Desktop - must be enabled on the remote system (Windows) in your office

Remote DesktopClient- must be installed on the local system (Windows or Mac)

Connect to Wireless

How Do I Connect to the Office Wireless Network?

How Do I Connect to the Office Wireless Network?

1. Make sure your Wi-Fi is enabled 2. Look for the "SMC_Office" network, and click "Connect" 3. Enter your Supermicro username and password to connect If it doesn't connect after a couple of attempts, connect with an ethernet cable, runthis file and restart your computer, then try again3. You are now connected to the Supermicro Office 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

Microsoft Team

How To Set Up Video Conferencing■■ in MS Teams

How To Set Up Video Conferencing

How To Set Up Video Conferencing

If you are unable to log into Teams, please submit a ticket to receive access1. Open the Microsoft Teams app, and go to the team/channel you want to hold a video conference with. Click on the small camera icon under the compose box. 2. If you want, you can add a subject to the video call. Then click the "Meet now" button to start. 3. In the video call screen that appears, you can use the toolbar to turn your camera and microphone on/off, as well as share your screen with everyone who joins the call.

Click on the small camera icon under the compose box.

How to Create a Teams Channel

Create a Channel

Create a Channel

If you are unable to log into Teams, please submit a ticket to receive access1. Click on the three dots next to the Team you want to create a new channel in, and click on the "Add channel" option. 2. In the pop-up window that appears, you can:Select a channel name.Add a channel description. Change privacy settings to allow access to every team member or only a select few members. Once you're done with these settings, click on the "Add" button to create the channel.

Select a channel name.

Add a channel description.

Change privacy settings to allow access to every team member or only a select few members.

IT Services

How to Submit an IT Support Ticket

Creating a New IT Support Ticket

1.Open your internet browser to Supermicro HelpDesk Site 2. Enter your email and password to log in 3. Select the type of request 4. Enter the ticket details that help us to best support your issue Use wording in the subject of your email and the details that states what the specific problem is and what you are seeing. When the help desk team looks at the ticket they can immediately route it to someone who can assist with your issue.5. Select which building you are in for the "Location" 6. After all the necessary details have been filled in, Click "Save" to submit the ticket 7. You will be sent a confirmation email and be given your ticket number.

Use wording in the subject of your email and the details that states what the specific problem is and what you are seeing. When the help desk team looks at the ticket they can immediately route it to someone who can assist with your issue.

Creating a New IT Purchase Request

Creating a New IT Purchase Request NOTE: If you are a new employee and cannot access the site, you will need to refer to your manager to gain access

Creating a New IT Purchase Request

1.Open your internet browser to theSupermicro Service Site 2. From the left navigation pane, select "Make a Request" 3. Select "Purchase Request Application"4. Select the "Regular Purchase" and "IT Software/Hardware/ Access Badge" and choose buyer type that matches your request5. Enter the purpose to support this request If you are unsure about a certain value to enter for your request, send an email to helpdesk@supermicro.com to provide the info for you NOTE: To check the status, select "My Purchase Request" from the left navigation pane

If you are unsure about a certain value to enter for your request, send an email to helpdesk@supermicro.com to provide the info for you

Email

Report a Phishing Email with Phish Alarm

Report a Phishing Email with PhishAlarm PhishAlarm is a tool that allows you to report a suspicious email with the click of a button in Outlook. The CSUF Security team will then be able to review the email to verify if it is a phishing email.

Report a Phishing Email with PhishAlarm

How do I report a phishing email?Using the Outlook desktop app 1. Click on the Report Phish button in the Message toolbar. You can also right-click on an email in your message list to report as phishing without opening the email. 2. Click Report Phish to report the email. Or click "No" to cancel the request. Remember to use this feature for phishing emails, not regular spam messages. 3. Click "Ok" and then close the email you reported (if open). Using Outlook on the web 1. In the email, click on the three dots next to the message options. 2. Click on Report Phish in the list of message options. 2. Click Report Phish to report the email. Or click "No" to cancel the request. Remember to use this feature for phishing emails, not regular spam messages. What happens after I report an email?Supermicro IT will review the email. Once the review is complete, you will receive an email indicating the outcome (e.g., the message was a phishing email, the email was valid, etc.).

You can also right-click on an email in your message list to report as phishing without opening the email.

Set up the Outlook Mobile App on An iPhone

Setup Microsoft Outlook with Email on iPhoneYou can set up the Microsoft Outlook App on your iOS device to access your Supermicro email, calendar, and contacts. The app works with Office 365, Microsoft Exchange (on-premises & online), Outlook.com, Google, Yahoo! Mail, iCloud, and IMAP mail accounts. The instructions below will show you how to set up your Supermicro Exchange mailbox on your iPhone.To use Outlook for iOS, your device needs to run iOS 8.0 or higher. If the app is incompatible with your iOS device, use thebuiltinMailiOSapp.To set up the Outlook for iOS app for Supermicro Exchange emailUse these steps if your iPhone or iPad is running iOS 8.0 or higher.On your iOS device, select on theAppStoreicon.TypeMicrosoftOutlookin the search box to find the Outlook for iOS app.1.   Select theMicrosoftOutlookapp in the search results, selectGet/Download, and then selectInstall. 2.   Sign in with your Apple ID, or create an Apple ID if you don't have one.3.   After the app is installed, select Open. 5.   On theSigninscreen, type your Supermicro email address (username@supermicro.com) and select"Add Account".6. Outlook will initial the Office 365 MFA process, please follow it on screen's instruction with either SMS or "Authentication App". Please make sure your iPhone is connected to Internet.7.   When it's done with the"addAnotherAccount"screen, select "Maybe Later".8. During the setup, Outlook may

request you to restart the App.Your mailbox is now setup and emails will start to sync to your iOS device. Please review the screens that describe the Focused Inbox, Calendar, and Attach Files features.

Setup Microsoft Outlook with Email on iPhone

You can set up the Microsoft Outlook App on your iOS device to access your Supermicro email, calendar, and contacts. The app works with Office 365, Microsoft Exchange (on-premises & online), Outlook.com, Google, Yahoo! Mail, iCloud, and IMAP mail accounts. The instructions below will show you how to set up your Supermicro Exchange mailbox on your iPhone.To use Outlook for iOS, your device needs to run iOS 8.0 or higher. If the app is incompatible with your iOS device, use thebuiltinMailiOSapp.To set up the Outlook for iOS app for Supermicro Exchange emailUse these steps if your iPhone or iPad is running iOS 8.0 or higher.On your iOS device, select on theAppStoreicon.TypeMicrosoftOutlookin the search box to find the Outlook for iOS app.1. Select theMicrosoftOutlookapp in the search results, selectGet/Download, and then selectInstall. 2. Sign in with your Apple ID, or create an Apple ID if you don't have one.3. After the app is installed, select Open. 5. On theSigninscreen, type your Supermicro email address (username@supermicro.com) and select"Add Account".6. Outlook will initial the Office 365 MFA process, please follow it on screen's instruction with either SMS or "Authentication App". Please make sure your iPhone is connected to Internet.7. When it's done with the"addAnotherAccount"screen, select "Maybe Later".8. During the setup, Outlook may request you to restart the App.Your mailbox is now setup and emails will start to sync to your iOS device. Please review the screens that describe the Focused Inbox, Calendar, and Attach Files features.

You can set up the Microsoft Outlook App on your iOS device to access your Supermicro email, calendar, and contacts. The app works with Office 365, Microsoft Exchange (on-premises & online), Outlook.com, Google, Yahoo! Mail, iCloud, and IMAP mail accounts. The instructions below will show you how to set up your Supermicro Exchange mailbox on your iPhone.

To use Outlook for iOS, your device needs to run iOS 8.0 or higher. If the app is incompatible with your iOS device, use thebuiltinMailiOSapp.

To set up the Outlook for iOS app for Supermicro Exchange email

Use these steps if your iPhone or iPad is running iOS 8.0 or higher.

On your iOS device, select on theAppStoreicon.TypeMicrosoftOutlookin the search box to find the Outlook for iOS app.

1.   Select theMicrosoftOutlookapp in the search results, selectGet/Download, and then selectInstall.

2.   Sign in with your Apple ID, or create an Apple ID if you don't have one.

3.   After the app is installed, select Open.

5.   On theSigninscreen, type your Supermicro email address (username@supermicro.com) and select"Add Account".

6.   Outlook will initial the Office 365 MFA process, please follow it on screen's instruction with either SMS or "Authentication App". Please make sure your iPhone is connected to Internet.

7.   When it's done with the"addAnotherAccount"screen, select "Maybe Later".

8. During the setup, Outlook may request you to restart the App.

Your mailbox is now setup and emails will start to sync to your iOS device. Please review the screens that describe the Focused Inbox, Calendar, and Attach Files features.

Set Up Outlook with Email on Your iOS Device

Setting Up Outlook with Email on Your iOS Device

1. Under Settings, select Mail, then Accounts 2. Select "Add Account", then "Exchange", next enter your Supermicro email address If it asks for a Server, enterasm.supermicro.com 3. Select "Sign in" from the notification, enter your password, then select what you would like synced onto your device You can now access your Supermicro email from your iOS mail app! Your email may take some time to sync depending on how many emails you have

Your email may take some time to sync depending on how many emails you have

Set Up Outlook with Email on Your Android Device

Setting Up Outlook with Email on Your Android Device

1. Install the Outlook for Android app from the Google Play Store and then open it. 2. Tap Get Started 3. Enter your Supermicro email address, click "Continue" 4. On the next screen enter your Supermicro email and your password, click the check to continue 5. Activate device administrator access, If you agree to the Outlook Device Policy, click "Activate" You can now access your Supermicro email from your Outlook for Android app! Your email may take some time to sync depending on how many emails you have

Your email may take some time to sync depending on how many emails you have

Access Email from Internet - October 7, 2021

What will happen?Internet user won't be able to access email through webmail or outlookInternet user needs to use VPN to access email.User with a native mail application on mobile phone won't be affected.There is no change at all while you are in office.When will it take effect?   Oct 25, 2021How to prepare for this transition?Apply for an VPN account if you need access to email from

internet.Contact local IT to apply for a phone token if you are currently using email token.Further inquiries, please contact your local IT Team:US:helpdesk@supermicro.comHotline: +1 (408) 953-8888Asia:helpdesk_taiwan@supermicro.com   Hotline: +886-2-8226-3990 ext: 4119NL:helpdesk_Europe@supermicro.comHotline: ext-2265, ext-2266 ext: 2366

What will happen?

Internet user won't be able to access email through webmail or outlook

Internet user needs to use VPN to access email.

User with a native mail application on mobile phone won't be affected.

There is no change at all while you are in office.

When will it take effect?

   Oct 25, 2021

How to prepare for this transition?

Apply for an VPN account if you need access to email from internet.

Contact local IT to apply for a phone token if you are currently using email token.

Further inquiries, please contact your local IT Team:

US:helpdesk@supermicro.comHotline: +1 (408) 953-8888

Asia:helpdesk_taiwan@supermicro.com   Hotline: +886-2-8226-3990 ext: 4119

NL:helpdesk_Europe@supermicro.comHotline: ext-2265, ext-2266 ext: 2366

Work with Spam Protection

  Working with Spam Protection Daily Report and Proofpoint Settings This guide covers how to modify your Proofpoint settings including releasing a specific email, adding a sender to your safe (or blocked) sender list, marking an email as not spam, sending yourself new spam protection daily report email that lists all of the emails currently in your quarantine, and sending yourself an email with all of the safe and blocked senders on your list.

  Working with Spam Protection Daily Report and Proofpoint Settings

Actions You Can Take With Quarantined Email Click on an action to remove the email from the spam quarantine. If you do nothing, the email will be deleted after 30 days.What does each action mean?Release:allows this one specific message to go to your inbox.Release and Allow

Sender:allows this one specific message to go to your inbox and adds the user to your "safe sender" list so you will receive all future emails from the sender.Not Spam:allows this one specific message to go to your inbox and teaches Proofpoint to allow emails with similar content to reach your inbox (e.g. if you are on a email newsletter list and you mark one email newsletter as Not Spam, Proofpoint should allow all future editions of that email newsletter even if the newsletter is sent from different email addresses). Requesting a New Spam Protection Daily ReportClickRequest New Spam Protection Daily Reportto receive an updated email from Proofpoint with all of the emails that are currently in your spam quarantine folder.This may be useful if you have just released a message or if you simply want an updated list of the emails in quarantine. Requesting Safe/Blocked Senders List ClickRequest Safe/Blocked Senders Listto receive an email with a list of all of the email addresses that you have added as a "safe sender" or a "blocked sender."This allows you to review the email addresses that you have added as safe and blocked and make any changes as needed. You will only see email addresses that you have added as safe or blocked using Proofpoint; for example you will not see any emails that you have marked as "junk" in Microsoft Outlook.Quarantine Folder 1. Click Quarantine to view/manage all of the messages that have been marked as spam. A. Click Quarantine to view all of the messages that are currently in your quarantine (i.e. are marked as spam).B. You can search these emails, release selected emails, mark selected emails as not spam, allow the sender of selected emails, or use the Options menu to request a new spam protection daily report (request digest).Lists 1. Click Lists to view/manage your Safe Senders List and Blocked Senders List. A. ClickListsto access your Safe Senders List and Blocked Senders List.B. In the Lists folder, you will see your safe senders list and your blocked senders list.For each list, you can add, edit, and delete email addresses. You can also use theOptionsmenu to request the lists to be emailed to you.

Actions You Can Take With Quarantined Email

Release:allows this one specific message to go to your inbox.

Release and Allow Sender:allows this one specific message to go to your inbox and adds the user to your "safe sender" list so you will receive all future emails from the sender.

Not Spam:allows this one specific message to go to your inbox and teaches Proofpoint to allow emails with similar content to reach your inbox (e.g. if you are on a email newsletter list and you mark one email newsletter as Not Spam, Proofpoint should allow all future editions of that email newsletter even if the newsletter is sent from different email addresses).

Access Outlook Webmail (OWA)

Accessing Outlook Webmail (OWA) Please note if you are not in campus and needs to access webmail, connect to VPN first.

1. Open your internet browser to the Outlook Webmail Application Open your internet browser toOutlook Web App (OWA) 2. Sign into Webmail using your Supermicro email and password   3. You can now access your Supermicro Email account from anywhere!

1. Open your internet browser to the Outlook Webmail Application

What is Proofpoint and What Does It Do

What is Proofpoint and What Does It Do?

Proofpoint OverviewProofpoint is an email protection system that blocks spam, phishing, and viruses from reaching your inbox. In addition, you can customize your settings to block and un-block specific emails.Proofpoint will send you an email (as shown in the image below) when it blocks an email to give you the option of releasing messages and/or senders that you do not consider to be spam. Safe URLsProofpoint will also locate URLs in your emails and add a prefix that will allow Proofpoint to check the URL before it opens it in your web browser. You won't notice a delay in opening the URL; Proofpoint takes only milliseconds to analyze the URL before allowing you to the site.In the image below, notice that when hovering over a link in an email, Outlook shows the URL that the link will take you to. Notice that Proofpoint has added a prefix to the URL so it can be checked before sending you to the URL. If Proofpoint deems a URL to be unsafe to access, you will see a message similar to the image below. What Do I Need To Do?You may want to glance at the Proofpoint emails when you receive them to make sure that Proofpoint isn't accidentally blocking an email or sender that you recognize.Some things that you can do with Proofpoint:Release a specific email from Proofpoint's quarantineAdd a sender to the safe sender list for your accountMark an email as not spamSend yourself a new spam protection daily report that lists all of the emails currently in quarantineSend yourself an email with all of the safe and blocked senders that you have added for your account View the guide on how to manage your Proofpoint settings to find out more.

Release a specific email from Proofpoint's quarantine

Add a sender to the safe sender list for your account

Mark an email as not spam

Send yourself a new spam protection daily report that lists all of the emails currently in quarantine

Send yourself an email with all of the safe and blocked senders that you have added for your account

Access Office 365 Outlook on Your PC

Accessing Office 365 Outlook on Your PC

1. Click the Windows "Start" button at the bottom-left of your screen and look for Outlook 2.Enter your Supermicro email address and click "Connect" Your email should be in the format: username@supermicro.com 3. The Microsoft Office sign-in prompt will pop up. Enter your email address and password. Then click Sign In. 4. On this screen, check "Allow my organization to manage my device", then click Yes 4. Wait for your device to be registered and policy to be applied 4. Click "Done" 4. Un-check the box to "Set up Outlook Mobile on my phone, too" and click OK

5. You're all done! Refer here for helpActivating Office 365 Applications You're all done. It may take a few minutes for Outlook to download your emails

Your email should be in the format: username@supermicro.com

You're all done. It may take a few minutes for Outlook to download your emails

Activate Office 365 Applications

Activating Office 365 Applications When you use an Office 365 application for the first time, It may ask you to "Activate the product" or to "Enter a product key" in order to continue using.

Activating Office 365 Applications

If you see one of the following screens, then your Office 365 still needs to be activated How to Activate1. Click "File" in the upper left corner of your Office application2. Click on "Office Account" towards the bottom 3. Then click "Sign in" and sign in using your Supermicro email and password 4.As part of your first time signing in, you will see the following screen and need to set up 2FA for your Microsoft account 5. Select "Mobile App", "Receive Notifications", then click "Set Up" until you reach the screen with a QR code 6. Download the Microsoft Authenticator app on your mobile device 7. Select to add a "Work or school account", then select "Scan QR code" and scan the QR code you were provided 8. After you have scanned the QR code, click "Next" 9. You will receive a push notification on your device, approve this notification to complete the setup of 2FA for Office 365 10. Last step is to add your mobile phone number as a backup recovery method You now have full access to use your Office 365 Applications!

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

Archive Emails in Outlook

How to Archive emails in Outlook

Archive older items automatically1. From within your desktop version of Outlook for Office 365, click the "File" menu, then click "Options" 2. Click "Advanced",Under "AutoArchive", click the "AutoArchive Settings..." button. 3. Click the check box next to "Run AutoArchive every x days", and specify how often to run AutoArchive. Change the AutoArchive settings for an individual folder:1. In the Outlook main navigation pane, right-click on a folder you want to change, and click "Properties", Click the "AutoArchive" tab Archive older items manually1. Click the "File" menu, then "Tools" button next to "Mailbox Settings", and select "Clean Up Old Items...". 2. Choose the option to "Archive this folder and all subfolders:". Select your email account, it will archive your full mailbox.Select the "Archive items older than:" date.Choose the archive file on your hard drive or external media.Click "OK". NOTE:Any archives created in Outlook will show up in the navigation pane on the left side of the screen as an archived folder.

Select your email account, it will archive your full mailbox.

Select the "Archive items older than:" date.

Choose the archive file on your hard drive or external media.

Click "OK".

Accounts and Passwords

Password Requirements Troubleshooting

Password Requirements Troubleshooting This article covers the minimum password requirements and how to troubleshoot the "minimum requirements not met" error.

Password Requirements Troubleshooting

This article covers the minimum password requirements and how to troubleshoot the "minimum requirements not met" error.

Minimum Password Requirements The password requirements are: - Should be between 8 and 15 characters- Containsthreeof the following:a lower case letter (a b c d ...)an upper case letter (A B C D ...)number (0 1 2 3 4 5 6 7 8 9)a special character (! @ # $ % & * - _ + , .)* No part of your name can be usedIf your new password does not meet these requirements, you will get an error.If your new password does not meet these requirements, you will get an error. You will use the same password to login to all services, after you change your password it may need some time to syncWhy am I getting this error? What's wrong with my password? When you get an error with your new password, you will not see a reason for the error (i.e. "not enough characters used"). The only way to check is to double-check your password against the requirements. Try writing down the password you want to use to get a better view of it. Count the number of characters in the password. Is it at least 8?Did you use part of your name for the password?Have you used this password before? Or a password that is very similar?Do you have enough variety in the characters? Are there three of the following: lowercase letter, upper case letter, number, special character?

a lower case letter (a b c d ...)

an upper case letter (A B C D ...)

number (0 1 2 3 4 5 6 7 8 9)

a special character (! @ # $ % & * - _ + , .)

If your new password does not meet these requirements, you will get an error.

You will use the same password to login to all services, after you change your password it may need some time to sync

Count the number of characters in the password. Is it at least 8?

Did you use part of your name for the password?

Have you used this password before? Or a password that is very similar?

Do you have enough variety in the characters? Are there three of the following: lowercase letter, upper case letter, number, special character?

Updating Your Wi-Fi Password on Your Android Device

Changing Your Password From Home NOTE: You must know your current password in order to follow these instructions. If you are locked out of your account or do not know your current password, please contact IT to have your password reset.

Changing Your Password From Home

1. Ensure that you are properly connected to the company VPN If you need help getting connected to VPN, please refer to the VPN Guide 2. PressCtrl-Alt-Delete , click "Change a password"   3. Enter yourcurrentpassword, then enter and confirm yournewpassword   Review thepassword requirements to make sure your new password is secure! 3. Restart your computer and log on with your new password   4. Update any mobile devices or laptops with your new password ViewUpdating Your Password on Your Mobile Devicesto learn how to update your password on your mobile devices.ViewUpdating Your Password on Your Compute r to learn how to update your password on your campus laptop. Turn on each device one by one to avoid any issues with your account being locked out

1. Ensure that you are properly connected to the company VPN

If you need help getting connected to VPN, please refer to the VPN Guide

Review thepassword requirements to make sure your new password is secure!

Turn on each device one by one to avoid any issues with your account being locked out

Update the Password on Your Corporate iPhone

ContentsUpdate Password on Mail AppUpdate Password on Microsoft Teams Mobile AppUpdate SMC_Office WiFi PasswordUpdate FortiClient VPN Password (if applicable)Update Ivanti Secure VPN Password (if applicable)■

Contents

Update Password on Mail App

Update Password on Microsoft Teams Mobile App

Update SMC_Office WiFi Password

Update FortiClient VPN Password (if applicable)

Update Ivanti Secure VPN Password (if applicable)

What To Do If You Forgot Your Password

What To Do If You Forgot Your PasswordThis article covers how you can reset your password if it has been forgotten.

What To Do If You Forgot Your Password

Did you forget your password, or just locked out? If you enter the incorrect password too many times in a row, you will see the above error and be locked out.If you've gotten locked out, wait and your account will unlock itself in 15 minutes If you do not remember your password, contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance. Make sure you are correctlyentering your last known password

Did you forget your password, or just locked out?

If you enter the incorrect password too many times in a row, you will see the above error and be locked out.If you've gotten locked out, wait and your account will unlock itself in 15 minutes

If you do not remember your password, contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

Set up Microsoft 365 MFA from a Sign-in Page

You can follow these steps if you're prompted to set up your security (or"Multi-Factor Authentication "MFA") info immediately after you sign-in to your work or school account.You'll see this prompt only if you haven't set up the security info required by your organization.If what you're seeing on your screen doesn't match what's being covered in this article, it means that your administrator hasn't turned on this experience yet.Security verification versus password reset authenticationSecurity info methods are used for both two-factor security verification and for password reset. However, not all methods can be used for both.MethodUsed forAuthenticator appTwo-factor verification and password reset authentication.Text messagesTwo-factor verification and password reset authentication.Phone callsTwo-factor verification and password reset authentication.Security keyTwo-factor verification and password reset authentication.Email accountPassword reset authentication only. You'll need to choose a different method for two-factor verification.Security questionsPassword reset authentication only. You'll need to choose a different method for two-factor verification.Sign in to your Microsoft 365 accountAfter you sign in to yourMicrosoft

365 account , you'll see a prompt that asks you to provide more information before it lets you access your account.Set up your security info using the wizardFollow these steps to set up your security info for your work or school account from the prompt.After you selectNext, aKeep your account securewizard appears, showing the first method your administrator and organization require you to set up. For this example, it's the Microsoft Authenticator app.Notes:If you want to use an authenticator app other than the Microsoft Authenticator app, selectI want to use a different authenticator app.If your organization lets you choose a different method besides the authenticator app, you can selectI want to set up a different method.SelectDownload nowto download and install the Microsoft Authenticator app on your mobile device, and then selectNext. For more information about how to download and install the app, seeDownload and install the Microsoft Authenticator app.Remain on theSet up your accountpage while you set up the Microsoft Authenticator app on your mobile device.Open the Microsoft Authenticator app, select to allow notifications (if prompted), selectAdd accountfrom theCustomize and controlicon on the upper-right, and then select Work or school account.Note:The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must selectAllowso the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see see Manually add an account to the app.Return to the Set up your account page on your computer, and then selectNext. TheScan the QR codepage appears.Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 5. If the QR code reader can't read the code, you can select theCan't scan the QR imageand manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see Manually add an account to the app.SelectNexton theScan the QR codepage on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.Approve the notification in the Microsoft Authenticator app, and then selectNext. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.On thePhone set uppage, choose whether you want to receive a text message or a phone call, and then selectNext. In this example we're using text messages, so you must use a phone number for a device that can accept text messages. A text message is sent to your phone number. If would prefer to get a phone call, the process is similar.Enter the code provided by the text message sent to your mobile device, and then selectNext.Review the success notification, and then selectDone.Review theSuccesspage to verify that you've successfully set up both the Microsoft Authenticator app and a phone (either text message or phone call) method for your security info, and then selectDone.

You can follow these steps if you're prompted to set up your security (or"Multi-Factor Authentication "MFA") info immediately after you sign-in to your work or school account.

You'll see this prompt only if you haven't set up the security info required by your organization.

If what you're seeing on your screen doesn't match what's being covered in this article, it means that your administrator hasn't turned on this experience yet.

Security verification versus password reset authentication

Security info methods are used for both two-factor security verification and for password reset.

However, not all methods can be used for both.

Authenticator app

Authenticator app

Two-factor verification and password reset authentication.

Two-factor verification and password reset authentication.

Text messages

Text messages

Two-factor verification and password reset authentication.

Two-factor verification and password reset authentication.

Phone calls

Phone calls

Two-factor verification and password reset authentication.

Two-factor verification and password reset authentication.

Security key

Security key

Two-factor verification and password reset authentication.

Two-factor verification and password reset authentication.

Email account

Email account

Password reset authentication only. You'll need to choose a different method for two-factor verification.

Password reset authentication only. You'll need to choose a different method for two-factor verification.

Security questions

Security questions

Password reset authentication only. You'll need to choose a different method for two-factor verification.

Sign in to your Microsoft 365 account

After you sign in to yourMicrosoft 365 account , you'll see a prompt that asks you to provide more information before it lets you access your account.

Set up your security info using the wizard

Follow these steps to set up your security info for your work or school account from the prompt.

After you selectNext, aKeep your account securewizard appears, showing the first method your administrator and organization require you to set up. For this example, it's the Microsoft Authenticator app.Notes:If you want to use an authenticator app other than the Microsoft Authenticator app, selectI want to use a different authenticator app.If your organization lets you choose a different method besides the authenticator app, you can selectI want to set up a different method.

After you selectNext, aKeep your account securewizard appears, showing the first method your administrator and organization require you to set up. For this example, it's the Microsoft Authenticator app.

If you want to use an authenticator app other than the Microsoft Authenticator app, selectI want to use a different authenticator app.

If your organization lets you choose a different method besides the authenticator app, you can selectI want to set up a different method.

SelectDownload nowto download and install the Microsoft Authenticator app on your mobile device, and then selectNext. For more information about how to download and install the app, seeDownload and install the Microsoft Authenticator app.

Remain on theSet up your accountpage while you set up the Microsoft Authenticator app on your

mobile device.

Remain on theSet up your accountpage while you set up the Microsoft Authenticator app on your mobile device.

Open the Microsoft Authenticator app, select to allow notifications (if prompted), selectAdd accountfrom theCustomize and controlicon on the upper-right, and then select Work or school account.Note:The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must selectAllowso the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see see Manually add an account to the app.

Open the Microsoft Authenticator app, select to allow notifications (if prompted), selectAdd accountfrom theCustomize and controlicon on the upper-right, and then select Work or school account.

Note:The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must selectAllowso the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see see Manually add an account to the app.

Return to the Set up your account page on your computer, and then selectNext. TheScan the QR codepage appears.

Return to the Set up your account page on your computer, and then selectNext. TheScan the QR codepage appears.

Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 5. If the QR code reader can't read the code, you can select theCan't scan the QR imageand manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see Manually add an account to the app.

Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 5. If the QR code reader can't read the code, you can select theCan't scan the QR imageand manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see Manually add an account to the app.

SelectNexton theScan the QR codepage on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

SelectNexton theScan the QR codepage on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

Approve the notification in the Microsoft Authenticator app, and then selectNext. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.

On thePhone set uppage, choose whether you want to receive a text message or a phone call, and then selectNext. In this example we're using text messages, so you must use a phone number for a device that can accept text messages. A text message is sent to your phone number. If would prefer to get a phone call, the process is similar.

Enter the code provided by the text message sent to your mobile device, and then selectNext.

Review the success notification, and then selectDone.

Review theSuccesspage to verify that you've successfully set up both the Microsoft Authenticator app and a phone (either text message or phone call) method for your security info, and then selectDone.

Changing Your Password Using Webmail

Changing Your Password Using Webmail (OWA) NOTE: You must know your current password in order to follow these instructions. If you are locked out of your account or do not know your current password, please contact IT to have your password reset.

Changing Your Password Using Webmail (OWA)

1. Ensure that you are properly connected to the company VPN   If you need help getting connected to VPN, please refer to the VPN Guide 2. Open your internet browser to the Outlook

Webmail Application Open your internet browser toO utlook Web App (OWA) 3. Sign into Webmail using your Supermicro email and password   4. Once logged in, click settings on thetop right, then click on "Change Password" Review thepassword requirements to make sure your new password is secure! 5.Enter yourcurrentpassword, then enter and confirm yournewpassword   6. Restart your computer and log on with your new password   7. Update any mobile devices or laptops with your new password ViewUpdating Your Password on Your Mobile Devices to learn how to update your password on your mobile devices.ViewUpdating Your Password on Your Compute r to learn how to update your password on your campus laptop. Turn on each device one by one to avoid any issues with your account being locked out

If you need help getting connected to VPN, please refer to the VPN Guide

Review thepassword requirements to make sure your new password is secure!

Turn on each device one by one to avoid any issues with your account being locked out

Reset your Office 365 & Windows Password Using Security Info

How to reset or unlock your password for Microsoft 365 or Window OS.If you can't access your Microsoft 365 account, it could be because either:Your password isn't working and you want to reset it, orYou know your password, but your account is locked out and you need to unlock it.In the Enter password screen, select Forgot my password.In the Get back into your account screen, type your work or school User ID (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select Next. Select one of the methods to verify your identity and change your password and add the requested information.. Depending on how your administrator has set up your organization, you might need to go through this process a second time, adding info for a second verification step. If you want to know more about one of the methods, they're detailed in the "Reset methods" section of this article. Reset methodsReset your password using an email addressSends an email to the email address you previously set up in two-step verification or security info. If you're not yet using security info, you can find more info about setting up an email address in theSet up my account for two-step verificationarticle.SelectEmail my alternate email, and then selectEmail.Type the verification code from the email into the box, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a text messageSends a text message to the phone number you previously set up in security info. If your administrator has turned on the security info experience.SelectText my mobile phone, type your phone number, and then selectText.Type the verification code from the text message into the box, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a phone numberPlaces an automated voice call to the phone number you previously set up in security info. If your administrator has turned on the security info experience.SelectCall my mobile phone, type your phone number, and then selectCall.Answer the phone call and follow the instructions to verify your identity, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using security questionsShows you the list of security questions you set up in security info. If your administrator has turned on the security info experience.SelectAnswer my security questions, answer the questions, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a notification from your authenticator

appSends an approval notification to the authenticator app. If your administrator has turned on the security info experience.SelectApprove a notification on my authenticator app, and then selectSend Notification.Approve the sign-in from your authenticator app.Type and confirm your new password, and then selectFinish.Reset your password using a code from your authenticator appAccepts a random code provided by your authentication app. If your administrator has turned on the security info experience.SelectEnter a code from my authenticator app, and then selectSend Notification.Open your authenticator app, type the verification code for your account into the box, and then selectNext.Type and confirm your new password, and then selectFinish.After you get the message saying that your password has been reset, you can sign in to your account using your new password.If you still can't access your account, you should contact your organization's administrator for more help.

How to reset or unlock your password for Microsoft 365 or Window OS.

If you can't access your Microsoft 365 account, it could be because either:

Your password isn't working and you want to reset it, or

Your password isn't working and you want to reset it, or

You know your password, but your account is locked out and you need to unlock it.

You know your password, but your account is locked out and you need to unlock it.

In the Enter password screen, select Forgot my password.

In the Enter password screen, select Forgot my password.

In the Get back into your account screen, type your work or school User ID (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select Next.

In the Get back into your account screen, type your work or school User ID (for example, your email address), prove you aren't a robot by entering the characters you see on the screen, and then select Next.

Select one of the methods to verify your identity and change your password and add the requested information.. Depending on how your administrator has set up your organization, you might need to go through this process a second time, adding info for a second verification step. If you want to know more about one of the methods, they're detailed in the "Reset methods" section of this article.

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Reset your password using an email addressSends an email to the email address you previously set up in two-step verification or security info. If you're not yet using security info, you can find more

info about setting up an email address in theSet up my account for two-step verificationarticle.SelectEmail my alternate email, and then selectEmail.Type the verification code from the email into the box, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a text messageSends a text message to the phone number you previously set up in security info. If your administrator has turned on the security info experience.SelectText my mobile phone, type your phone number, and then selectText.Type the verification code from the text message into the box, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a phone numberPlaces an automated voice call to the phone number you previously set up in security info. If your administrator has turned on the security info experience.SelectCall my mobile phone, type your phone number, and then selectCall.Answer the phone call and follow the instructions to verify your identity, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using security questionsShows you the list of security questions you set up in security info. If your administrator has turned on the security info experience.SelectAnswer my security questions, answer the questions, and then selectNext.Type and confirm your new password, and then selectFinish.Reset your password using a notification from your authenticator appSends an approval notification to the authenticator app. If your administrator has turned on the security info experience.SelectApprove a notification on my authenticator app, and then selectSend Notification.Approve the sign-in from your authenticator app.Type and confirm your new password, and then selectFinish.Reset your password using a code from your authenticator appAccepts a random code provided by your authentication app. If your administrator has turned on the security info experience.SelectEnter a code from my authenticator app, and then selectSend Notification.Open your authenticator app, type the verification code for your account into the box, and then selectNext.Type and confirm your new password, and then selectFinish.After you get the message saying that your password has been reset, you can sign in to your account using your new password.If you still can't access your account, you should contact your organization's administrator for more help.

Reset your password using an email address

Sends an email to the email address you previously set up in two-step verification or security info. If you're not yet using security info, you can find more info about setting up an email address in theSet up my account for two-step verificationarticle.

SelectEmail my alternate email, and then selectEmail.

SelectEmail my alternate email, and then selectEmail.

Type the verification code from the email into the box, and then selectNext.

Type the verification code from the email into the box, and then selectNext.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

Reset your password using a text message

Sends a text message to the phone number you previously set up in security info. If your administrator has turned on the security info experience.

SelectText my mobile phone, type your phone number, and then selectText.

SelectText my mobile phone, type your phone number, and then selectText.

Type the verification code from the text message into the box, and then selectNext.

Type the verification code from the text message into the box, and then selectNext.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

Reset your password using a phone number

Places an automated voice call to the phone number you previously set up in security info. If your administrator has turned on the security info experience.

SelectCall my mobile phone, type your phone number, and then selectCall.

SelectCall my mobile phone, type your phone number, and then selectCall.

Answer the phone call and follow the instructions to verify your identity, and then selectNext.

Answer the phone call and follow the instructions to verify your identity, and then selectNext.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

Reset your password using security questions

Shows you the list of security questions you set up in security info. If your administrator has turned on the security info experience.

SelectAnswer my security questions, answer the questions, and then selectNext.

SelectAnswer my security questions, answer the questions, and then selectNext.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

Reset your password using a notification from your authenticator app

Sends an approval notification to the authenticator app. If your administrator has turned on the security info experience.

SelectApprove a notification on my authenticator app, and then selectSend Notification.

SelectApprove a notification on my authenticator app, and then selectSend Notification.

Approve the sign-in from your authenticator app.

Approve the sign-in from your authenticator app.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

Reset your password using a code from your authenticator app

Accepts a random code provided by your authentication app. If your administrator has turned on the security info experience.

SelectEnter a code from my authenticator app, and then selectSend Notification.

SelectEnter a code from my authenticator app, and then selectSend Notification.

Open your authenticator app, type the verification code for your account into the box, and then selectNext.

Open your authenticator app, type the verification code for your account into the box, and then selectNext.

Type and confirm your new password, and then selectFinish.

Type and confirm your new password, and then selectFinish.

After you get the message saying that your password has been reset, you can sign in to your account using your new password.

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If you still can't access your account, you should contact your organization's administrator for more help.

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Changing Your Password from Home

Changing Your Password From Home NOTE: You must know your current password in order to follow these instructions. If you are locked out of your account or do not know your current password, please contact IT to have your password reset.

Changing Your Password From Home

1. Ensure that you are properly connected to the company VPN If you need help getting connected to VPN, please refer to the VPN Guide 2. PressCtrl-Alt-Delete , click "Change a password"   3. Enter yourcurrentpassword, then enter and confirm yournewpassword   Review thepassword requirements to make sure your new password is secure! 3. Restart your computer and log on with your new password 4. Update any mobile devices or laptops with your new password ViewUpdating Your Password on Your Mobile Devicesto learn how to update your password on your mobile devices.ViewUpdating Your Password on Your Compute r to learn how to update your password on your campus laptop. Turn on each device one by one to avoid any issues with your account being locked out

1. Ensure that you are properly connected to the company VPN

If you need help getting connected to VPN, please refer to the VPN Guide

Review thepassword requirements to make sure your new password is secure!

Turn on each device one by one to avoid any issues with your account being locked out

Changing password from office 365

Changing Your Password From office 365 NOTE:
You must know your current password in order to follow these
instructions. If you are locked out of your account or do not know your
current password, please contact IT to have your password reset.

1. Log on to office 365https://office.com2. Click the icon on the right hand side of top, view account3. Click Change password then change your password.When you finish, select submit. After change it, please remind to update the rest of the area.

1. Log on to office 365https://office.com

2. Click the icon on the right hand side of top, view account

3. Click Change password then change your password.

When you finish, select submit. After change it, please remind to update the rest of the area.

Updating Your Password on Your Computer

Updating Your Password o n Your Computer

1. Change Your Password There are several different ways you can change your password. IT recommends doing this while in the Office 2. Come into the Office In order to properly sync your new login password with your laptop, you will need to come to campus to connect to either the wireless network or to a wired connection. 3. Connect to the SMC_Office wireless network or plug in your laptop to a wired connection NOTE: you may need to enter your full email address: username@supermicro.com or as supermicro\username if you have trouble3.Restart your computer and log on with your new password   4. Update any apps with your new password (Outlook, etc) Turn on each device one by one to avoid any issues with your account being locked out

1. Change Your Password

Turn on each device one by one to avoid any issues with your account being locked out

Updating Your Password on Your Mobile Devices

Updating Your Password on Your Mobile Devices This article covers how to update your campus password on your mobile devices for both email and wi-fi. After changing your password, you need to update your WiFi password to connect to the network while in the office. You will also need to update the Outlook app on all mobile devices connected to your campus email account.

Updating Your Password on Your Mobile Devices

Updating Your Outlook Mobile App PasswordUpdating Your Outlook Password on Your Mobile DeviceUpdating Your Wi-Fi Password Updating Your Wi-FI Password on Your Apple iOS Device Updating Your Wi-Fi Password on Your Android DeviceNeed More Help?Contactthe IT Help Desk athelpdesk@supermicro.com or 408-953-8888 for additional assistance.

Updating Your Wi-FI Password on Your Apple iOS Device

Updating Your Wi-Fi Password on Your Android Device

Changing Your Password in the Office

Changing Your Password in the Office NOTE: You must know your current password in order to follow these instructions. If you are locked out of your account or do not know your current password, please contact IT to have your password reset.

Changing Your Password in the Office

1. Ensure you are connected to the office network with an ethernet cable 2. PressCtrl-Alt-Delete ,

click "Change a password" 3. Enter yourcurrentpassword, then enter and confirm yournewpassword Review thepassword requirements to make sure your new password is secure! 3. Restart your computer and log on with your new password Turn on each device one by one to avoid any issues with your account being locked out

Review thepassword requirements to make sure your new password is secure!

Turn on each device one by one to avoid any issues with your account being locked out

Changing Your Password on Your Apple iOS Device

   Updating Your Wi-Fi Password on Your Apple iOS Device This quick guide covers updating your WiFi password on your iOS device after changing your password. You must be on campus and within range of the Wi-Fi network to make this change.

You must be on campus and within range of the Wi-Fi network to make this change.

1. Wait until your device prompts you for your password. Then enter your new password and tap Join. If your device doesn't prompt you after two hours, follow these instructions. 2. Tap the Settings icon.   3. Tap Wi-Fi   3. Turn off the Wi-Fi   4. Now turn the Wi-Fi back on   5. You should now be prompted to enter your new password.   6. You're now connected to office Wi-Fi with your new password!