

2025

IDC Customer Portal USER GUIDE

24x7x365 Customer Service

Welcome to CHIEF IDC Customer Portal ! Read this guide to take your first steps and to find out more about the portal's main features and functionalities.



INTRODUCTION

The **CHIEF IDC CUSTOMER PORTAL** is designed to provide our valued customers a best customer experience of IDC service management. This platform is operated and maintained by Chief Telecom. The IDC Customer Portal empowers you with self-service capabilities, enabling you to:

- Place Orders for Cross Connection
- Open Tickets for Remote Hand services
- View and Export Reports
- Manage Data Center Access
- Manage Inbound and Outbound Shipments
- View Equipment Move-in/Move-out Records

By offering 24/7/365 online access, the **CHIEF IDC CUSTOMER PORTAL** enhances your operational efficiency and streamlines your interactions with our services.

We appreciate your continued trust in Chief Telecom. We are committed to continuously improving the platform with new features and enhancements to ensure a user-friendly and fulfilling experience for all your IDC service needs.

Join and access IDC Customer Portal: <https://csp.chief.com.tw>

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CREATING A USER ACCOUNT

- The IDC Customer Portal registration is by invitation only. To apply for this service, you need to provide the **Username** and **Email Address** for a designated Company Administrator (Client Admin). This designated Company Administrator (Client Admin) will serve as the primary account holder.
- Both the Client Admin and any invited users will receive separate invitation emails with an activation link. One email will be from Chief Telecom, and the other will be from the Client Admin. Please click on the link to proceed to the next step.

Client Admin Invitation Email

IDC Customer Portal – Invitation

idc_portal_lab@chief.com.tw <idc_portal_lab@chief.com.tw> 2021年10月14日 下午4:04
收件者: charline.mm01@gmail.com

Greetings,

You have been invited to be a member of the Chief Telecom IDC Customer Portal by your account manager. The member account is granted to:

- Open a ticket for remote hand service, including Level 1 (free of charge) and Level 2 (chargeable)
- Place an order for cross connection

Your privacy is important to us. We are committed to respecting your privacy and protecting your personal data, along with any information collected via our website that is capable of identifying you as an individual.

We handle and process your data in compliance with all data regulations.

Please use the link below to register your Chief Telecom IDC Customer Portal account.

Link

Kind regards,
Chief Telecom IDC Customer Portal

Invited Member Invitation Email

IDC Customer Portal – Invitation

idc_portal_lab@chief.com.tw <idc_portal_lab@chief.com.tw> 2021年10月14日 下午4:04
收件者: charline.mm01@gmail.com

Greetings,

You have been invited to be a member of the Chief IDC Customer Portal by your administrator, which provides the abilities to request our IDC services.

Please contact your administrator to enable the required permissions after you complete the registration.

Your privacy is important to us. We are committed to respecting your privacy and protecting your personal data, along with any information collected via our website that is capable of identifying you as an individual.

We handle and process your data in compliance with all data regulations.

Use the link below to register your Chief IDC Customer Portal account.

Link

Kind regards,
IDC Customer Portal

****This email is sent from an account we use for sending message only. Don't reply to this email directly.**

Account Registration

User Credential

Email
charline_lee@chief.com.tw

Password **Confirm Password**
enter your password... re-type your password...

Password should be a minimum of 8 characters in length, and must contain at least:

- 1 uppercase letter (A-Z)
- 1 lowercase letter (a-z)
- 1 digit (0-9)
- 1 special character (@!%*?&)

Profile Information

FirstName LastName

Company Business Code
是方台北 86000036

Mobile
+886912345678

☐ I have read and agreed to the [Terms and Conditions](#)
☐ I have read and agreed to the [Privacy Policy](#)

REGISTER NOW

Step 1: Create your password referring to the important reminders.

Step 2: Enter your Name and Mobile number.

Step 3: Make sure that you've read the **Terms of Service** and the **Private Policy** before clicking "I agree to the Terms of Service and the Private Policy" and submit the registration form.

Registration Success

After successful registration, a pop-up shall appear with a message saying when is available to log in.

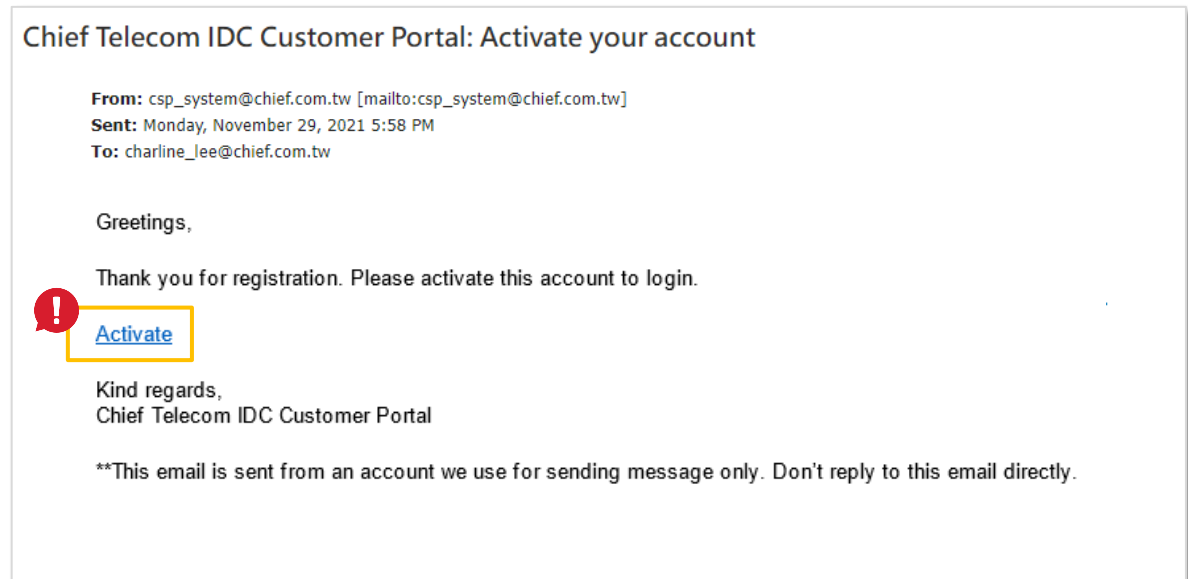
Sign Up Success!

Your account registration has been submitted!

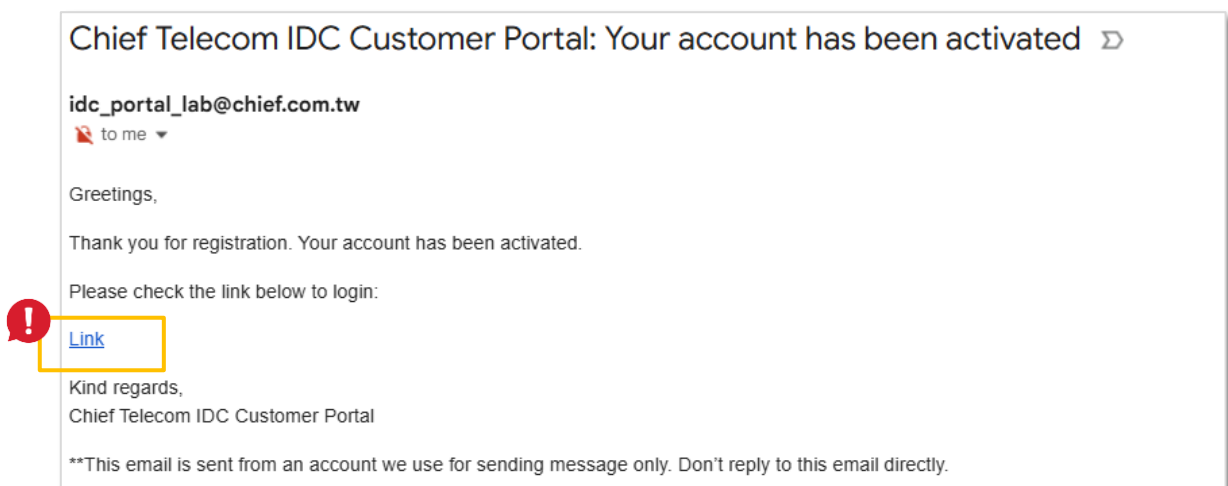
If you are the administrator, we have sent an activation letter to your mailbox. Please follow the instruction in the mail to activate your account.

If you are the member invited by the administrator, please wait for the administrator to complete the approval.

- ★ If you are the **Client Admin**, you will receive an Account Activation email. Please click on the link to activate your account.

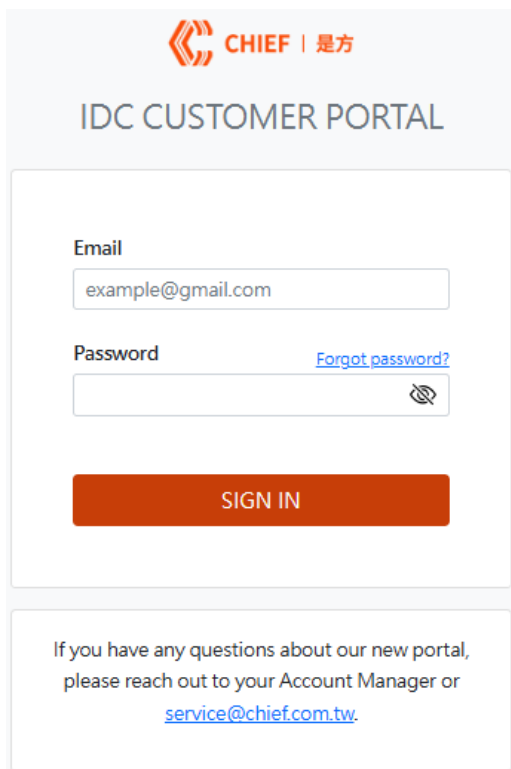


- ★ If you are the **Invited Member**, you will receive an Account Activated notification email once the Client Admin approved and activated your account. To access the IDC Customer Portal, just click on the link within the email.



■ Log in

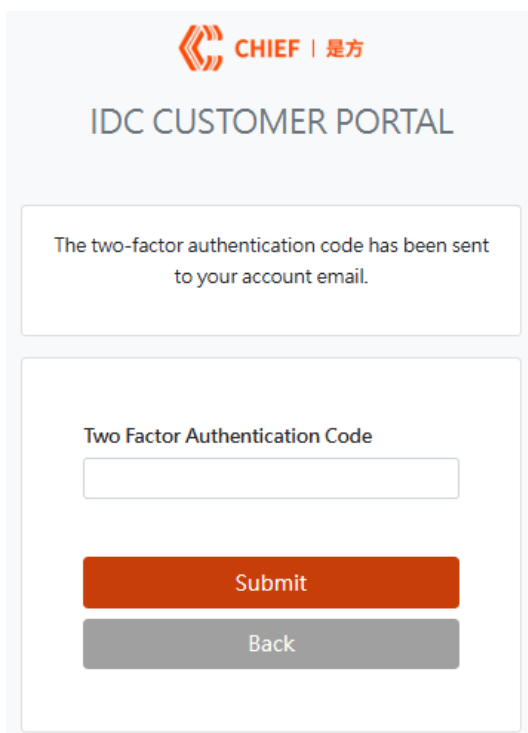
Once the account is activated, we'll take you to the IDC Customer Portal.



The login form for the IDC Customer Portal. It features the CHIEF | 是方 logo at the top. Below the logo is the title "IDC CUSTOMER PORTAL". The form contains two input fields: "Email" with the placeholder "example@gmail.com" and "Password" with a "Forgot password?" link. A "SIGN IN" button is located below the password field. At the bottom, there is a message: "If you have any questions about our new portal, please reach out to your Account Manager or service@chief.com.tw".

■ Two-factor authentication

To protect your account from unauthorized access, a new code will be required for each login. You will receive this code in an email to the address associated with your account.



The two-factor authentication form for the IDC Customer Portal. It features the CHIEF | 是方 logo at the top. Below the logo is the title "IDC CUSTOMER PORTAL". A message states: "The two-factor authentication code has been sent to your account email." Below this is a "Two Factor Authentication Code" input field. At the bottom, there are two buttons: "Submit" and "Back".

IDC CUSTOMER PORTAL – A FIRST LOOK

Here's what the portal looks like when you first arrive.

The screenshot shows the IDC Customer Portal interface. At the top, there is a navigation bar with the CHIEF logo and the text "IDC CUSTOMER PORTAL". Below the navigation bar, there is a horizontal menu with links: Report, Orders & Tickets, Data Center Access Control, Shipment Management, Equipment Move In/Out, Administration, and Support. On the right side, there is a "My Profile" dropdown menu with options: My Profile and Logout. Below the navigation bar, there is a "Report" section with a sub-header "You can check all of the orders or recent requests from here. Clicking the Order ID will take you to the details of that order or request." Below the sub-header, there are five summary cards: 12 REJECTED, 73 RECEIVED, 8 IN PROGRESS, 8 COMPLETED, and 17 APPROVED. To the right of these cards, there is a search filter with a "Working Status" dropdown, a "From" date field (2025/03/19), a "To" date field (2025/03/26), and a "Search" button. Below the search filter, there is a table with columns: Order ID, Product Series, Ordering Contact, Mobile, Quantity, Working Status, Submitted Time, and Actions. The table contains four rows of data. At the bottom right of the table, there are "Previous", "1", and "Next" navigation buttons.

Navigation Bar

My Profile

Report

You can check all of the orders or recent requests from here. Clicking the Order ID will take you to the details of that order or request.

12 REJECTED 73 RECEIVED 8 IN PROGRESS 8 COMPLETED 17 APPROVED

Working Status From 2025/03/19 To 2025/03/26 Search

Show 15 entries

Order ID	Product Series	Ordering Contact	Mobile	Quantity	Working Status	Submitted Time	Actions
202503260001	Remote Hand_L2	SHIH HUNG SHIH HUNG	dsd123456783d	1	received	2025-03-26 15:47:04	View Edit Delete
202503190003	Cross Connection	SHIH HUNG SHIH HUNG	dsd123456783d	1	received	2025-03-19 18:43:14	View Edit Delete
202503190002	Remote Hand_L2	SHIH HUNG SHIH HUNG	dsd123456783d	1	received	2025-03-19 17:05:07	View Edit Delete
202503190001	Remote Hand_L1	SHIH HUNG SHIH HUNG	dsd123456783d	1	received	2025-03-19 17:00:31	View Edit Delete

Previous 1 Next

- From the My Profile, you can access and edit your personal information and also view the permissions.

The screenshot shows the "My Profile" page. At the top, there is a header "My Profile" with a sub-header "You can edit your personal information and see what permissions you have." Below the sub-header, there is a section titled "Personal Information" with a table containing the following fields: Email Address (redpandatest186@gmail.com), Company (Chief Telecom), Business Code (86880378), Last Name (HUNG), First Name (SHIH), Mobile (0910666888), and Password (Change Password). There is an "Edit" button next to the Mobile field and a "Change Password" button next to the Password field.

My Profile

You can edit your personal information and see what permissions you have.

Personal Information

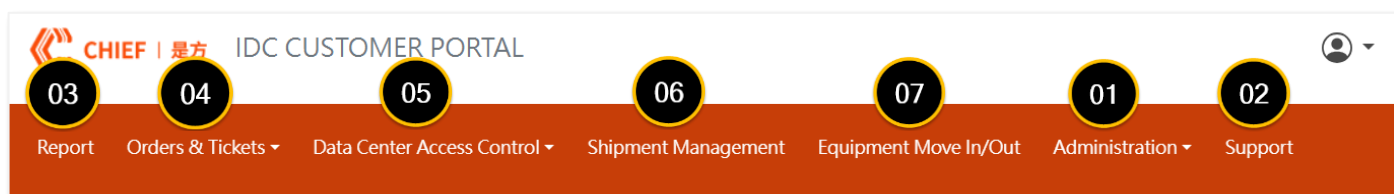
Email Address	redpandatest186@gmail.com
Company	Chief Telecom
Business Code	86880378
Last Name	HUNG
First Name	SHIH
Mobile	0910666888 Edit
Password	Change Password

Individual Permission

You have the right to access the following function pages:

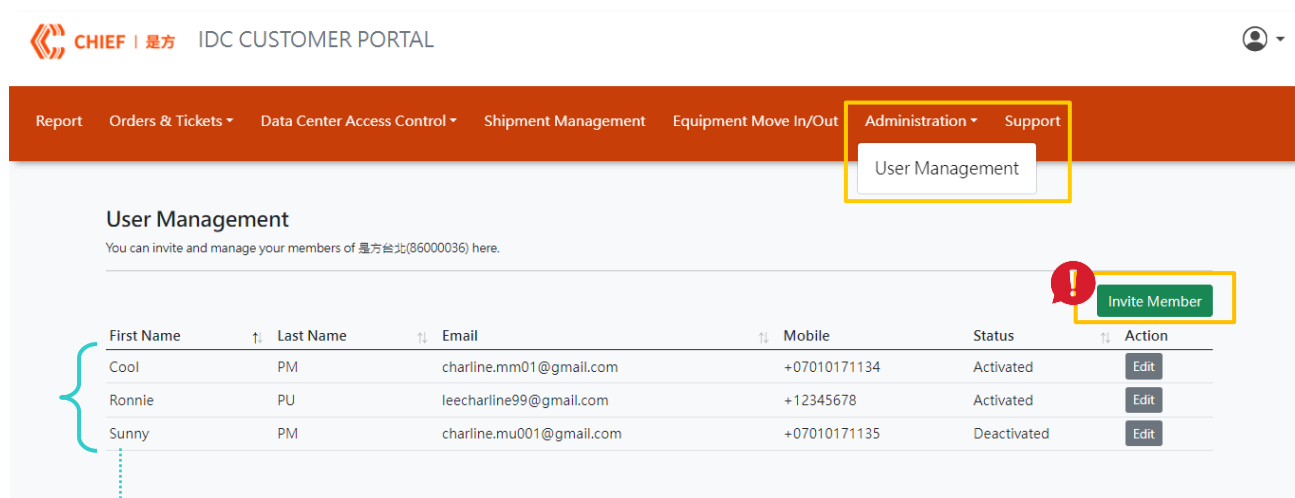
- ✔ Report
- ✔ Orders & Tickets - Remotehand Lv1
- ✔ Orders & Tickets - Remotehand Lv2
- ✔ Orders & Tickets - Xconnect
- ✔ Orders & Tickets - Unfinished Orders
- ✔ Administration - User Management
- ✔ Equipment Move In/Out
- ✔ Shipment Management
- ✔ Authorized Access List
- ✔ Access Management and Request
- ✔ Personnel Entry Status

■ Navigation Bar



01

From the **Administration**, you can access to the **User Management** to invite and manage your members' permissions for portal access.



There is no limit to the number of people you can invite. All of the members who you've invited will appear on this page.

■ Invite Member

You may invite users to create their own account by sending an invitation email.

Please enter the email address of the recipient.

- The members who you invited will receive an invitation email after you send out the invitation. Please allow a few minutes for the email to arrive and be sure to check your Spam folder.
- If you are the member invited by the administrator, please **wait for the administrator to complete the approval**.

■ Activate account

Click the **Edit** to activate the user accounts respectively and set up the permissions of each user.

Edit Account Status & Individual Permission

Email Addresscharline_lee@chief.com.tw

Account StatusDeactivated ▾

Individual Permission

Report

Orders & Tickets

Orders & Tickets-Remotehand lv1

Orders & Tickets-Remotehand lv2

Orders & Tickets-Xconnect

Orders & Tickets-Unfinished Orders

Data Center Access Control

LINKED

Authorized Access List

Access Management and Request

These two permissions are linked and will be enabled /disabled simultaneously.

Personal Entry Status

Shipment Management

Equipment Move In/Out

Administration

Administration-User Management

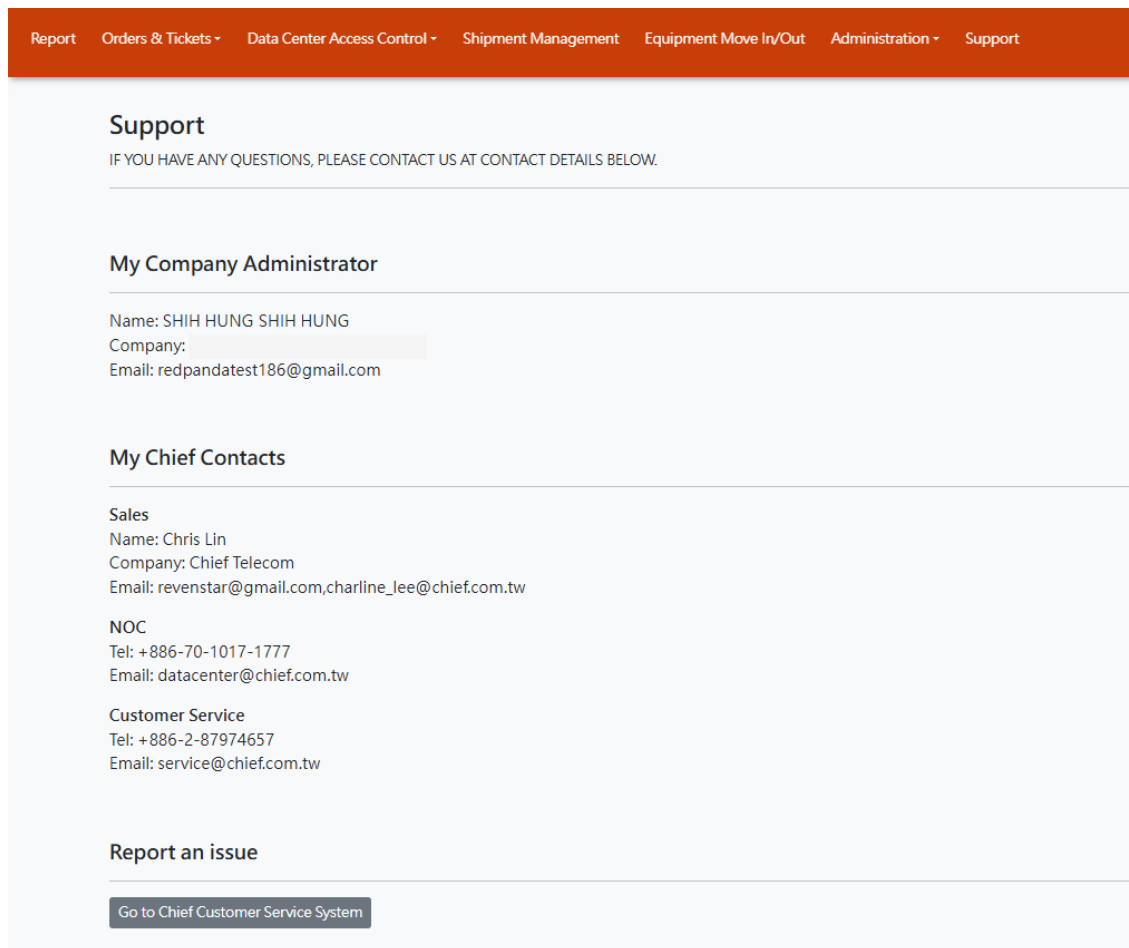
Save

Cancel

- 1 **Account Status** to change the account status to "Activated" if you'd like to enable this account.
- 2 **Individual Permission** to grant the user access to the specific sections you assign, such as "Report", "Orders & Tickets", "Data Center Access Control", "Shipment Management", "Equipment Move-in/Out".
- 3 **Administration** to define if the user has the access to invite other members.

02

If you have any question or need further information regarding IDC services, please get access to **Support** where you may reach out to Chief NOC and Customer Service Center.



The screenshot shows the 'Support' page of the CHIEF Customer Portal. At the top is a navigation bar with links: Report, Orders & Tickets, Data Center Access Control, Shipment Management, Equipment Move In/Out, Administration, and Support. The main content area is titled 'Support' and includes a sub-header 'IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US AT CONTACT DETAILS BELOW.' Below this, there are three sections: 'My Company Administrator' with contact details for SHIH HUNG SHIH HUNG, 'My Chief Contacts' with details for Sales, NOC, and Customer Service, and 'Report an issue' with a button to 'Go to Chief Customer Service System'.

Support
IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US AT CONTACT DETAILS BELOW.

My Company Administrator

Name: SHIH HUNG SHIH HUNG
Company:
Email: redpandatest186@gmail.com

My Chief Contacts

Sales
Name: Chris Lin
Company: Chief Telecom
Email: revenstar@gmail.com,charline_lee@chief.com.tw

NOC
Tel: +886-70-1017-1777
Email: datacenter@chief.com.tw

Customer Service
Tel: +886-2-87974657
Email: service@chief.com.tw

Report an issue

[Go to Chief Customer Service System](#)

03

From the **Report**, you can find your own **Report Dashboard** to review the recent activities and status of the services you've applied.

Dashboard gives you a clear picture of the status of your recent requests.

Search function to allow you to sort on Working Status of your requests and the key dates you select.

Report

You can check all of the orders or recent requests from here. Clicking the Order ID will take you to the details of that order or request.

EXPORT TO EXCEL

12 REJECTED 73 RECEIVED 8 IN PROGRESS 8 COMPLETED 17 APPROVED

Working Status From 2025/07/01 To 2025/07/21 Search

Show 15 entries

Order ID	Product Series	Ordering Contact	Mobile	Quantity	Working Status	Submitted Time	Actions
202507210012	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-21 16:28:36	View Edit Delete
202507210008	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 15:14:04	View Edit Delete
202507210007	Remote Hand_L2	Charline Lee	123456789	1	received	2025-07-21 15:11:21	View Edit Delete
202507210002	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 14:53:24	View Edit Delete
202507180006	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-18 10:24:14	View Edit Delete

Status of your recent requests

REJECTED	The service you applied was rejected for some reasons. You can check your email for details.
RECEIVED	The service you applied was successfully submitted and received by IDC Customer Portal.
IN PROGRESS	The Remote Hand service you applied is being processed now.
COMPLETED	The Remote Hand service you applied was done.
APPROVED	The Cross Connection request was approved to proceed.

More details about orders

By single clicking on any of the listed orders, you may view the details of the selected order and also generate the report in PDF format.

< **Order Content**

You can click from the list below to access the details.

Generate Report

Order ID	Sub ID	Cross Connection Type	Status	Spec	ExtraSpec
202412250001	XC86880378-000033	Cross Connection	New	MM Fiber	Chief-Chief

Submitted Date 2024-12-25 09:28:57

Customer

■ Export Report to EXCEL

Click on **Export to Excel** button and select a date range, you can obtain the relevant information for the Remote Hand requests with the selected timeframe.

[Report](#) [Orders & Tickets](#) [Data Center Access Control](#) [Shipment Management](#) [Equipment Move In/Out](#) [Administration](#) [Support](#)

Report

You can check all of the orders or recent requests from here. Clicking the Order ID will take you to the details of that order or request.

12
REJECTED

73
RECEIVED

8
IN PROGRESS

8
COMPLETED

17
APPROVED

Working Status ▼ From To

Show 15 entries

Order ID	Product Series	Ordering Contact	Mobile	Quantity	Working Status	Submitted Time	Actions
202507210012	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-21 16:28:36	View Edit Delete
202507210008	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 15:14:04	View Edit Delete
202507210007	Remote Hand_L2	Charline Lee	123456789	1	received	2025-07-21 15:11:21	View Edit Delete
202507210002	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 14:53:24	View Edit Delete
202507180006	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-18 10:24:14	View Edit Delete

Export to Excel

×

Service Type

remotehand

Start Date

End Date

Close

Export to Excel

■ Manage Orders & Tickets

To **View**, **Edit**, or **Delete** an order, click the corresponding button in the **Actions** column. Note that you can only modify orders that have not yet been processed.

[Report](#) [Orders & Tickets](#) [Data Center Access Control](#) [Shipment Management](#) [Equipment Move In/Out](#) [Administration](#) [Support](#)

Report

You can check all of the orders or recent requests from here. Clicking the Order ID will take you to the details of that order or request.

12
REJECTED

73
RECEIVED

8
IN PROGRESS

8
COMPLETED

17
APPROVED

Working Status ▾

From 2025/07/01 📅 To 2025/07/21 📅 [Search](#)

Show 15 ▾ entries

Order ID	Product Series	Ordering Contact	Mobile	Quantity	Working Status	Submitted Time	Actions
202507210012	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-21 16:28:36	View Edit Delete
202507210008	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 15:14:04	View Edit Delete
202507210007	Remote Hand_L2	Charline Lee	123456789	1	received	2025-07-21 15:11:21	View Edit Delete
202507210002	Remote Hand_L1	Charline Lee	12345678	1	received	2025-07-21 14:53:24	View Edit Delete
202507180006	Remote Hand_L2	Charline Lee	12345678	1	received	2025-07-18 10:24:14	View Edit Delete

04

From the **Orders & Tickets**, you can place orders and open tickets for the permissions-based services, including below options.

- Remote Hand Level 1
- Remote Hand Level 2
- Cross Connect

■ Remote Hand Service Level 1

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[Report](#) [Orders & Tickets](#) [Data Center Access Control](#) [Shipment Management](#) [Equipment Move In/Out](#) [Administration](#) [Support](#)

Remote Hand_L1 Service Request

You can apply for a Level 1 Remote Hand service here. If the service you request is not listed here, please apply for Level 2 Remote Hand service.

1. Select a service

Service Item	1 <div>Iv1 Power cycling</div>
Service Content	<div>Iv1 Power cycling Iv1 Checking the Status Indicator Light Iv1 Observing the output on the terminal screen Iv1 Remote console service (IP KVM) Iv1 Cable connections Check/Adjust Iv1 Device mounting assistance Iv1 Cable labeling</div>
Service Description	<div>1. Customer shall provide following information: (1) Name of applicant / Contact number or email.</div>

1 Select one of the Level 1 service items you'd like to request. Once your service item is selected, the portal automatically populates with details about the Service Content & Description.

Pricing Plan 2

Currency	USD
One-off Fee	0.00
VAT (Value Added Tax)	Excluded

2 The Pricing Plan shown here is based on the quotation from your account manager of Chief Telecom.

2. Where is your device 3

IDC Location	LY	
Target Rack		
Target Device		
IP Address		*If the field is not applicable, please enter N/A.
Port		*If the field is not applicable, please enter N/A.

3 Let us know which device you'd like to execute Level 1 service and fill out the complete information.

3. Additional Information

Remark

4

Attachment(s)

5

Choose Files

No file chosen

4 Please leave a message in the “Remark” field if any additional information or details that we should know to successfully complete your request.

5 Please upload the supporting documents or photos if any. Allowed file formats: pdf, jpg, png.

6

☐ I have read and agreed to the [Terms of Use of Chief Telecom IDC Remote Hand Service](#)

Submit

Cancel

6 Please make sure you’ve read the **Terms of Use** of Chief Telecom IDC Remote Hand Service before submitting.

■ Remote Hand Service Level 2

CHIEF | 是方 IDC CUSTOMER PORTAL

Report Orders & Tickets ▾ Data Center Access Control ▾ Shipment Management Equipment Move In/Out Administration ▾ Support

Remote Hand_L2 Service Request

You can apply for a Level 2 Remote Hand service here. If the service you request is not listed here, please apply for Level 1 Remote Hand service, or leave your request in the Remark column.

1. Select a service

Service Item **1** Lv2 Device mounting and fixing ▾

Service Content

Device(s) will be installed to t
operating procedure (SOP) p

Lv2 Device mounting and fixing
Lv2 Module/component installations and configurations
Lv2 Software installations/updates and configurations
Lv2 Device / Cable labeling
Lv2 Connectivity between devices
Lv2 Other

Service Description

1. Customer shall provide following information:
(1) Name of applicant / Contact number or email

1 Select one of the Level 2 service items you'd like to request. Once your service item is selected, the portal automatically populates with details about the Service Content & Description.

6 ☐ I have read and agreed to the [Terms of Use of Chief Telecom IDC Remote Hand Service](#)

Submit

Cancel

6 Follow the same procedure (**2**~**5**) as Remote Hand Level 1 service and provide all of required information before submitting the request.

Cross Connect

Click **New Cross Connection** to apply for a new cross connection and follow the instruction to provide all of the required information.

[Report](#) [Orders & Tickets](#) [Data Center Access Control](#) [Shipment Management](#) [Equipment Move In/Out](#) [Administration](#) [Support](#)

Cross Connection Installation Request

Cross Connection are cables that connect separate units of the facilities within a data center. You can apply for a new Cross Connection installation in this page.

1. Adding a new Cross Connection in the list below

[Want to terminate an existing Cross Connection?](#)

New Cross Connection

Product Type	Spec	Extra Spec	Metro Bandwidth	A End Name	Z End Name	Action
Empty list, press new Cross Connection button to add a new one.						

2. Is there anything else about the work?

Remark

Apply a new Cross Connection

1. Select your Cross Connection specification

1 Available combination (Product type/Spec/Extra Spec/Bandwidth only for metrolink)

Cross Connection/MM Fiber/Chief-Chief/

Product Type	Cross Connection
Spec	MM Fiber
Extra Spec	Chief-Chief
Metro bandwidth	
Lease Term	Initial Contract Term -- 12 months

1 There may be different cross connection types available to select based on the quotation you got. Once the cross connection item is selected, the portal automatically populates with related information, such as "cable type", "Extra spec", and "bandwidth", etc.

Pricing Plan **2**

Currency	<input type="text" value="USD"/>
Installation Fee	<input type="text" value="600.00"/>
Monthly Fee	<input type="text" value="200.00"/>
VAT (Value Added Tax)	<input type="text" value="Excluded"/>

2 The Pricing Plan details will be displayed here based on the quotation from your account manager of Chief Telecom.

2.Fill in your Cross Connection info

A End (The Applicant:)

Company Name	<input type="text"/>
Location	<input type="text" value="LY"/>
Floor	<input type="text" value="Select Floor"/>
Rack	<input type="text"/>
Connector Interface	<input type="text" value="SC"/>
Panel no. (optional)	<input type="text"/>
Port no. (optional)	<input type="text"/>

Z End

Company Name	<input type="text"/>
Location	<input type="text" value="LY"/>
Floor	<input type="text" value="Select Floor"/>
Rack	<input type="text"/>
Connector Interface	<input type="text" value="SC"/>
Panel no. (optional)	<input type="text"/>
Port no. (optional)	<input type="text"/>

3

Z end contact person (optional)

Name	<input type="text"/>
Tel/Mobile	<input type="text"/>
Email	<input type="text"/>

LOA

 No file chosen

*We may need your help to submit LOA (if any) to accelerate the processing of your application.

3 Please fill out all of required fields to let us know the A/Z ends you'd like to connect to.

Note: If you've got the LOA for this cross connection, please upload it in the next section.

Additional info (optional)

Circuit no.	<input type="text"/>
PO no.	<input type="text"/>

4

4 Once completed, click "Add" to add your cross connection request.

[Report](#) [Orders & Tickets](#) [Data Center Access Control](#) [Shipment Management](#) [Equipment Move In/Out](#) [Administration](#) [Support](#)

Cross Connection Installation Request

Cross Connection are cables that connect separate units of the facilities within a data center. You can apply for a new Cross Connection installation in this page.

1. Adding a new Cross Connection in the list below

[Want to terminate an existing Cross Connection?](#)

New Cross Connection

5

Product Type	Spec	Extra Spec	Metro Bandwidth	A End Name	Z End Name	Action
Cross Connection	MM Fiber	Chief-Chief		CHIEF	ABC	Edit Delete

2. Additional Information

Remark

Attachment(s)

[Choose Files](#) No file chosen

5 Once successfully added, it will appear in the list of cross connection on the upper section of cross connection request page as shown here.

6

☐ I have read and agreed to the [Terms of Use of Chief Telecom IDC Cross Connection Service](#)

Submit

Cancel

6 Please make sure you've read the **Terms of Use** of Chief Telecom IDC Cross Connection Service before submitting.

The cross connection order will be sent to your account manager for approval.

05

From the **Data Center Access Control**, you can manage and monitor all of the access control activities, including below functions.

- Authorized Access List
- Access Management and Request
- Personnel Entry Status

■ Authorized Access List

Here you will be presented with a list of all personnel with authorized access. The **Authorized Access List** page allows you to view, manage the existing contacts, and create a new contact with access-granting rights to your Spaces.

Authorized Access List

Keyword Search ☐ Deleted and Expired Included

Show entries

Whitelist No.	First Name	Last Name	Email	Status	Effective From	Effective To	Action
AWLIST202401080002	Maison	Louis	maison_louis@chief.com.tw	Open	2024-01-08 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202401300003	Pocky	Han	pockyhan@gmail.com.tw	Open	2024-01-30 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202402020001	Paris	Liu	paris_liu@gmail.com.tw	Open	2024-02-03 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202402020002	CheihPei	Pan	CheihPeipan@gmail.com	Open	2024-02-02 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202404090001	PANDA	LIN	redpandatest186@gmail.com	Open	2024-04-02 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202409100002	Simon	Lin	simonn1234_lin@gmail.com.tw	Open	2024-09-10 00:00:00.0		<input type="button" value="Delete"/> <input type="button" value="Edit"/>
AWLIST202409260001	Chen	Yuan	chenyuann@gmail.com	Applying	2024-09-27 00:00:00.0	2024-09-30 23:59:59.0	<input type="button" value="Delete"/> <input type="button" value="Edit"/>

Previous Next

Create New Contact

- 1 Click **Create New Contact** to grant data center access to a new contact.
- 2 Select the access type.
 - Permanent access: Contact may access the data center at any time, and frequency until access is manually revoked.
 - Temporary access: Contact may access the data center within a specified time frame.
- 3 Set the access timeframe. (*Start Date*)
 - Once Temporary access is selected, be reminded to set *End Date* the contact should be allowed access.

Create New Contact

Please fill in the following information and submit your application.

You are applying for :

☒ Permanent access

☐ Temporary access

Authorization Time Period

Start Date

4 Add contact information.

Add Person

Person 1

First Name*

Last Name*

ID*

Gender

Select Gender

Phone*

Email*

Birth Date

mm/dd/yyyy

Add another person

5 Select the cabinet(s) that the Contact will be allowed access.

Access to Cabinet

Please select at least one cabinet you'd like to access:

Select All Deselect All

keyword filter:

Select	Building	Floor	Cabinet ID	Cabinet Position	Cabinet Spec	Cabinet Size
<input type="checkbox"/>	LY2	2	M1-A03	1-8	Full Rack	null
<input type="checkbox"/>	LY2	2	M1-A04	1-8	Full Rack	null
<input type="checkbox"/>	LY2	2	M1-A05	5-6	1/4 Rack	null
<input type="checkbox"/>	LY2	2	M1-A06	1-2	1/4 Rack	null
<input type="checkbox"/>	LY2	2	M1-A07	1-4	1/2 Rack	null
<input type="checkbox"/>	LY2	2	M1-A08	1-8	Full Rack	null

Submit Cancel

6 Once completed, click Submit at the bottom of the form.

Access Management and Request

According to Chief's data center access policy, all visitors who need data center access must apply for access before entering into IDC building. [Note: The person who needs access has to be added to the **Authorized Access List** before submitting an access request.]

Third-party access

When an outside vendor needs access to your space for equipment installation and maintenance, you must first add that person to the **Authorized Access List** before submitting a request for data center access. Here you can view a list of all authorized access records.

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Report Orders & Tickets Data Center Access Control Shipment Management Equipment Move In/Out Administration Support

Access Management and Request

search keyword Visit Start Time From mm/dd/yyyy To mm/dd/yyyy ☐ Deleted and Expired Included [Search](#) [Request For Entry +](#)

Show 15 entries

Access Request No.	First Name	Last Name	Application Status	Visit Start Time	Visit End Time	Visit time within a day	Cabinet	Equipment Access	Application Date	Action	QR CODE
AREQ202411080001	Simon	Lin	Accepted	2024-11-08 00:00:00.0	2024-11-21 23:59:59.0	00:00:00 - 00:00:00	View all	NO	2024-11-08 15:20:18.0	Delete	QR Resend
AREQ202411080002	Pocky	Han	Accepted	2024-11-08 00:00:00.0	2024-11-21 23:59:59.0	00:00:00 - 00:00:00	View all	NO	2024-11-08 16:16:38.0	Delete	QR Resend
AREQ202411200001	Maison	Louis	Accepted	2024-11-20 00:00:00.0	2024-11-21 23:59:59.0	17:15:00 - 08:00:00	View all	YES	2024-11-20 17:12:53.0	Delete	QR Resend
AREQ202411200002	CheihPei	Pan	Accepted	2024-11-21 00:00:00.0	2024-11-22 23:59:59.0	00:00:00 - 00:00:00	View all	NO	2024-11-20 17:13:52.0	Delete	QR Resend

Previous 1 Next

Request for Entry

- 1 Click Request for Entry to fill out the Access Request Form.
- 2 Select the individual(s) you'd like to grant access.

Access Request Form

Please fill in the following information and submit your application.

1. Choose individual(s) from Authorized Access List

Please select the individual(s) you'd like to grant access to.

[Select All](#) [Deselect All](#)

keyword filter:

Select	First Name	Last Name	Effective From	Effective To
<input type="checkbox"/>	Maison	Louis	2024-01-08 00:00:00.0	
<input type="checkbox"/>	Pocky	Han	2024-01-30 00:00:00.0	
<input type="checkbox"/>	Paris	Liu	2024-02-03 00:00:00.0	
<input type="checkbox"/>	CheihPei	Pan	2024-02-02 00:00:00.0	
<input type="checkbox"/>	PANDA	LIN	2024-04-02 00:00:00.0	
<input type="checkbox"/>	Hailey	Chung	2024-09-10 00:00:00.0	2024-09-11 23:59:59.0

[Cancel](#) [Confirm](#)

- ③ Select the cabinet(s) that the Contact will be allowed access.

Access to Cabinet

The following list shows the cabinets depending on the individual(s) you select.

Select All Deselect All

keyword filter:

Select	Building	Floor	Cabinet ID	Cabinet Position	Cabinet Spec	Cabinet Size			
<input type="checkbox"/>		LY2		2		M1-A03	1-8	Full Rack	null
<input type="checkbox"/>		LY2		2		M1-A04	1-8	Full Rack	null
<input type="checkbox"/>		LY2		2		M1-A05	5-6	1/4 Rack	null
<input type="checkbox"/>		LY2		2		M1-A07	1-4	1/2 Rack	null
<input type="checkbox"/>		LY2		2		M1-A08	1-8	Full Rack	null
<input type="checkbox"/>		LY2		2		M1-A09	1-8	Full Rack	null

- ④ Set the access timeframe.

3. Authorization Date Period (GMT+8)

Start Date

End Date

4. Time Period for Entry and Exit Within the Day (GMT+8)

Entry Time

Exit Time

* Please note that the **End Date/Time** can be set anytime within a 14-day timeframe.

- ⑤ Check if the individual has the permission to move in/out customer equipment.

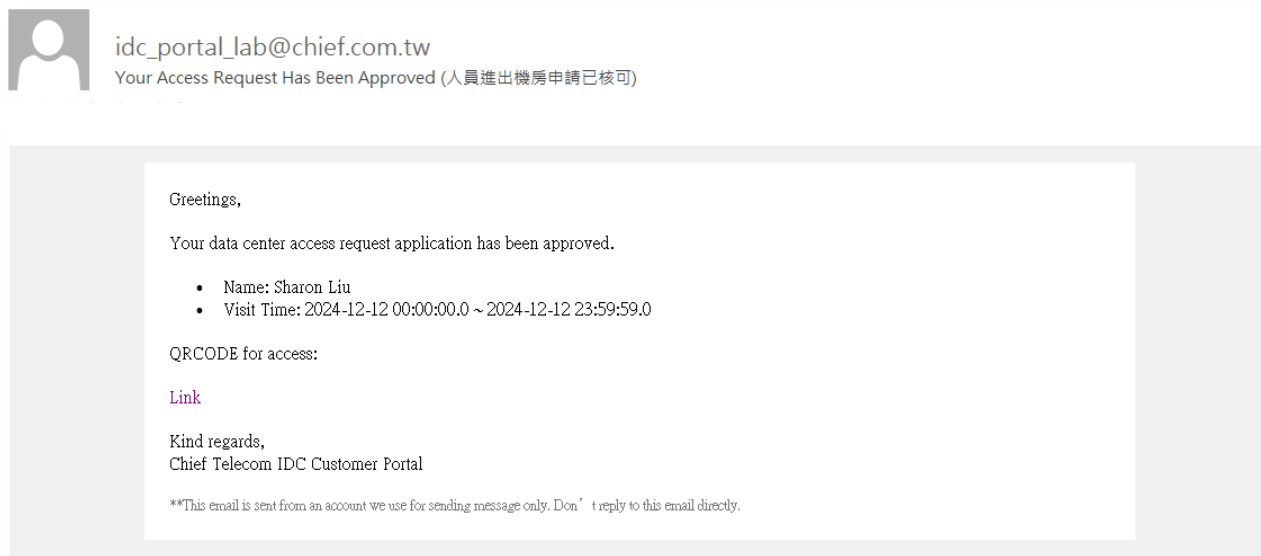
4. Other privileged access

☐ The individual with privileged access has the permission to move in/out customer equipment.

Cancel Submit

- ⑥ Once completed, click **Submit** button.

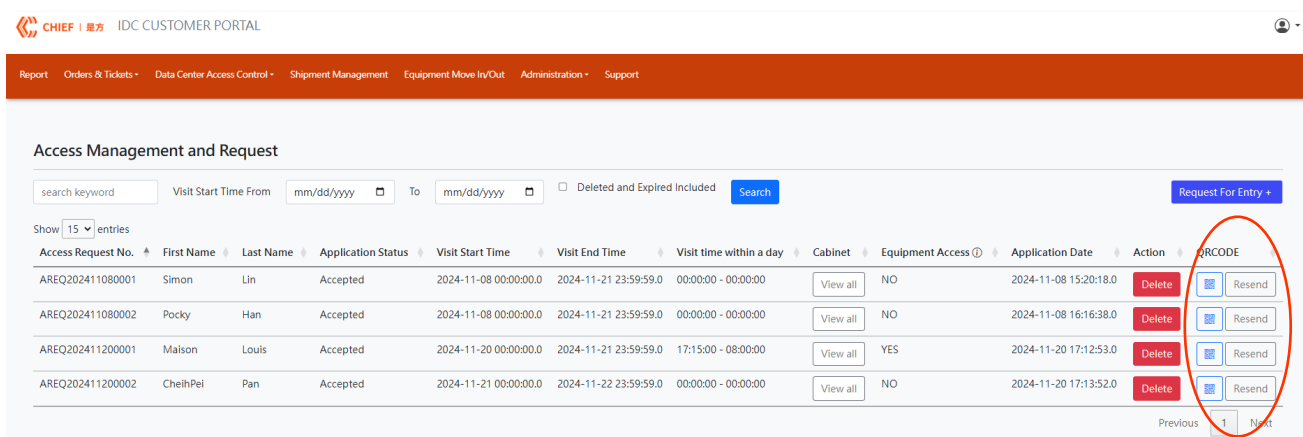
When the access request has been accepted, the person who is applying for data center access will receive a confirmation email with a QR code link.



QR Code

By clicking on the icon under the "QR CODE" column, the person associated with the QR code can use it to check-in and gain access during the specific authorized period.

Click the **Resend** button to get QR Code if you don't receive the link.



Please use this QR code for data center check-in and entry/exit.

Order Number: AREQ202412120001

Name: Sharon Liu

Visit Date: 2024-12-12 00:00:00.0 ~ 2024-12-12 23:59:59.0



■ Personnel Entry Status

On this page, you can check the entry and exit status of individuals requesting access to your cage or cabinet(s).

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English

Report Orders & Tickets Data Center Access Control Shipment Management Equipment Move In/Out Administration Support

Personnel Entry Status

From 2025/01/18 To 2025/11/18 Search

History

Show 15 entries Search: Filter records...

Request No.	Customer	Building	Floor	First Name	Last Name	ID	Entry Time	Exit Time	Visitor Sign (In)	Guard Sign (In)	Visitor Sign (Out)	Guard Sign (Out)
ONSITE202510150#8		LY2	B1	*源	林	S1*3456	2025-10-15 11:19:12.0	2025-10-15 13:23:37.0				
AREQ202501160002		LY2	B1,1F,2F,7F	Angel	Lin	12345	2025-08-13 16:24:00.0					

Previous 1 Next

06

From the **Shipment Management**, you can arrange the delivery of packages and view a history of shipments received/ shipped. You can also edit and cancel shipments that are “Applying” under the status column.

Applying for Shipment

- 1 Click **Create New Application** to fill out the Shipment Application.

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Report Orders & Tickets Data Center Access Control Shipment Management Equipment Move In/Out Administration Support

Shipment Inbound & Outbound

Keyword Search Type ALL Status ALL Export to EXCEL **Create New Application +**

Updated Time From 11/21/2024 To 11/28/2024 Search

Show 15 entries

Type	Chief Ticket Number	Tracking Number	Status	Apply Time	Updated Time	Updated By	Action
Inbound	CARGO-20241128-0001	SHIP2024112800012	Picked up	2024-11-28 13:38:37.0	2024-11-28 13:42:19.0	110001	View
Inbound	CARGO-20241128-0005	SHIP2024112801254	Partially picked up	2024-11-28 14:06:32.0	2024-11-28 14:15:10.0	110001	View
Inbound	CARGO-20241128-0006	SHIP2024112801465	Picked up	2024-11-28 14:11:32.0	2024-11-28 14:14:20.0	110001	View
Inbound	CARGO-20241128-0007	SHIP202411280100	Delivered	2024-11-28 14:16:36.0	2024-11-28 14:17:51.0	110001	View
Inbound	CARGO-20241128-0008	SHIP2024112801003	Awaiting Package	2024-11-28 14:18:21.0	2024-11-28 14:18:41.0	110001	View
Outbound	CARGO-20240910-0001		Applying	2024-09-10 10:25:50.0	2024-11-28 14:02:36.0	IDC868803780001	View Cancel
Outbound	CARGO-20241128-0002		Out for Delivery	2024-11-28 13:43:36.0	2024-11-28 13:46:32.0	110001	View
Outbound	CARGO-20241128-0003		Out for Delivery	2024-11-28 13:56:32.0	2024-11-28 13:57:26.0	110001	View
Outbound	CARGO-20241128-0004		Pre-Transit	2024-11-28 13:58:29.0	2024-11-28 14:15:29.0	110001	View

Previous 1 Next

- 2 Select the delivery type for your application: Inbound or Outbound.

Delivery Type

Please select your delivery type:

☒ inbound ☐ outbound

- 3 Enter the relevant information for your shipment: Shipping Info, Packing List, Estimated Receipt / Ship Date, and include any additional information we should know to complete your request. Make sure to add information under “Packing List” for all goods included in the shipment.

Shipment Info

Tracking Number

Target Building

Select Building

Target Floor

Inbound

Shipment Info

Outbound

From

Select Building

Equipment Release Number

Freight Company

Freight Consignee

Packing List

Item 1

Description of goods

Size of goods (length x width x height in cm)

Weight of goods (in kg)

Add another good

Estimated Receipt Date / Ship Date (yyyy-mm-dd)

mm/dd/yyyy

Additional information (optional)

Add

Cancel

- Once completed, click **Add** button to submit your application.

- If you'd like to leave any message to Chief NOC after the shipment application submitted, you can click **View** to see the details of the shipment, and add your comment in the remark column as below.

Type	Chief Ticket Number	Tracking Number	Status	Apply Time	Updated Time	Updated By	Action
Inbound	CARGO-20241212-0003	SHIP2024112801400	Applying	2024-12-12 11:16:02.0	2024-12-12 11:16:02.0	IDC868803780002	View Cancel
Inbound	CARGO-20241212-0002	SHIP2024112801465	Awaiting Package	2024-12-12 10:59:55.0	2024-12-12 11:14:11.0	110001	View
Outbound	CARGO-20241212-0001		Applying	2024-12-12 10:57:26.0	2024-12-12 10:57:26.0	IDC868803780002	View Cancel

Processing Log

Process	Time	Personnel	Comment	File
NOC Approved	2024-12-11 15:09:50.0	Chris		

Message Log

Time	Personnel	Comment	File
------	-----------	---------	------

There is no remark yet.

Leave your remark or comment, Charline Lee:

Attachment(s)

[Choose Files](#)

No file chosen

☐ Sending notice email after submitted[Submit](#)

07

From the **Equipment Move In/Move Out**, you can view information for your move-in/move-out co-located equipment.

According to Chief IDC policy, to move in/out all co-located equipment, colocation customers must submit an application in advance, and IDC OP will check the equipment model, quantity, asset number, etc. prior to the installation or retrieval of any equipment. Equipment that has been approved will be listed under Equipment Move-in & Move-out page.

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Report Orders & Tickets Data Center Access Control Shipment Management Equipment Move In/Out Administration Support

Equipment Move-in & Move-out

Type: All ☐ Display only the equipment that has not moved out. [Export to EXCEL](#)

Inbound From: 2020/03/01 To: 2020/06/07 Outbound From: 2020/03/01 To: 2020/06/07 [Search](#)

Show 15 entries

Chief no.	SN	Building	Type	Inbound Date	Outbound Date	Action
HD200310091601	CCFZYX1		網路設備 (Network device)	2020-03-10 09:17:09	2020-04-28 00:35:05	View
HD200407171201	CN0CXM164294549D00VKA00		伺服器機 (Server)	2020-04-07 17:12:15		View
HD200407171202	J2DPB22		伺服器機 (Server)	2020-04-07 17:12:48		View
HD200407171601	CN0CXM164294549D00VKA00		伺服器機 (Server)	2020-04-07 17:16:06	2020-04-25 01:33:57	View
HD200407171602	J2DPB22		伺服器機 (Server)	2020-04-07 17:16:30	2020-04-28 00:34:56	View
HD200407171603	9NM84W1		伺服器機 (Server)	2020-04-07 17:17:03		View
HD200407171801	FHTICKK2900175Q		伺服器機 (Server)	2020-04-07 17:18:02	2020-05-16 18:41:08	View

Previous 1 Next

- You can use the filters regarding type, inbound and outbound date to find a specific equipment entry.

Equipment Move-in & Move-out

Type: All ☐ Display only the equipment that has not moved out. [Export to EXCEL](#)

Inbound From: 2014/07/30 To: 2024/07/30 Outbound From: 2014/07/30 To: 2024/07/30 [Search](#)

- Export Report to EXCEL

Click on **Export to Excel** button on the upper right corner, you can obtain the relevant information for all of the Equipment Move-in and Move-out records with the selected timeframe.

Thank you

We hope you found this guide useful.

Support: service@chief.com.tw

More information: www.chief.com.tw

