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

Contents

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
星方台北   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.

Step2: Enter your Name and Mobile number.

Step3: 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.
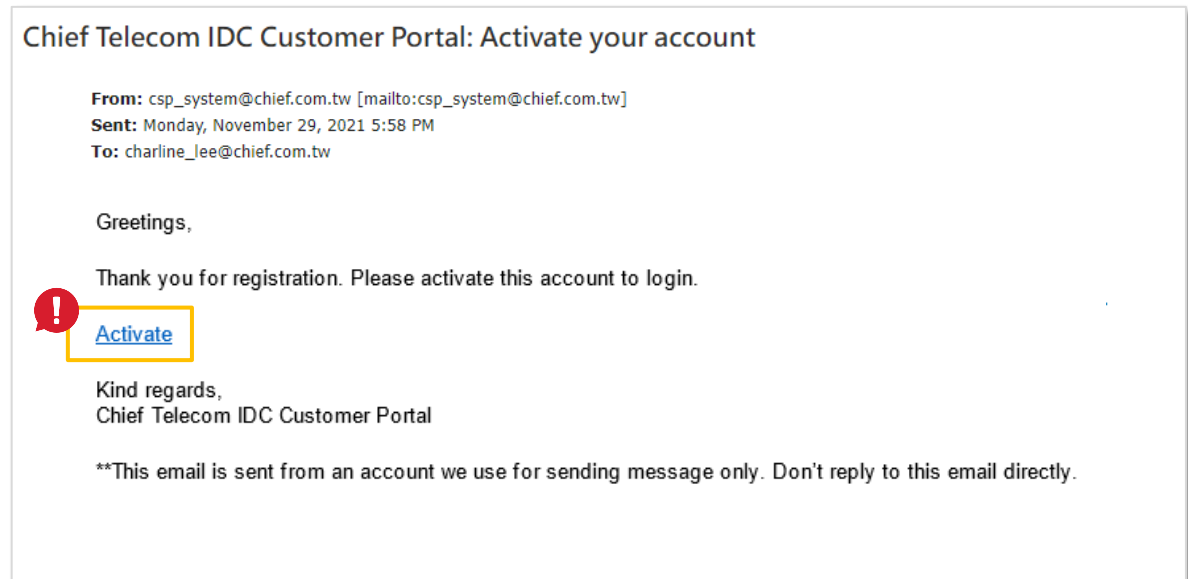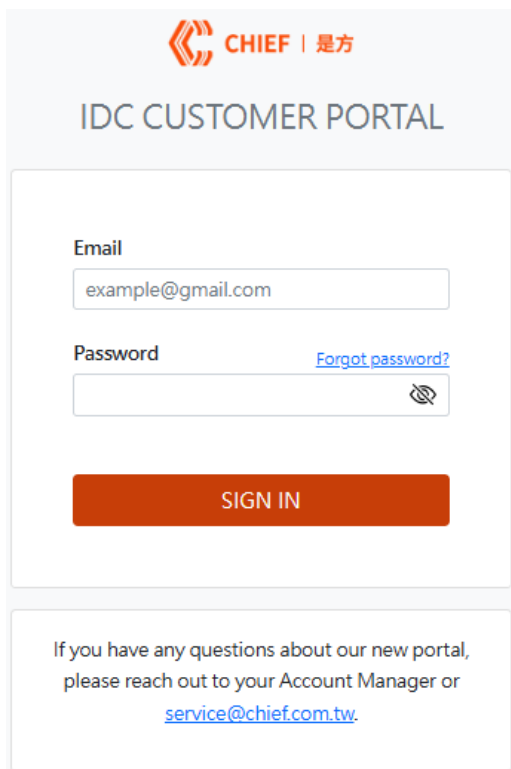
★ If you are the **Invited Member**, you will receive an Account Activated notification email once the Client Admin approved and activated your account. To access the IDC Customer Portal, just click on the link within the email.
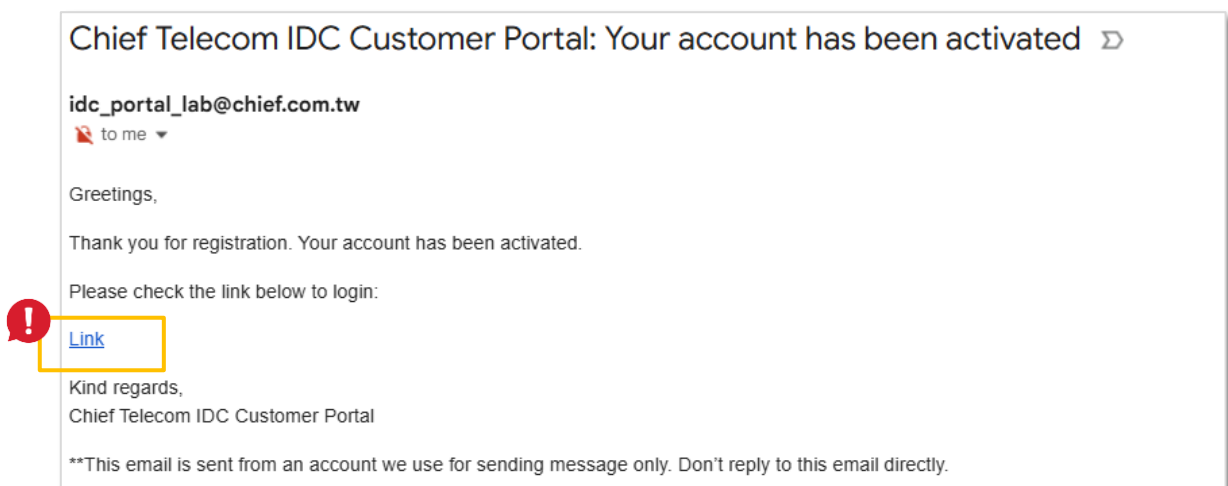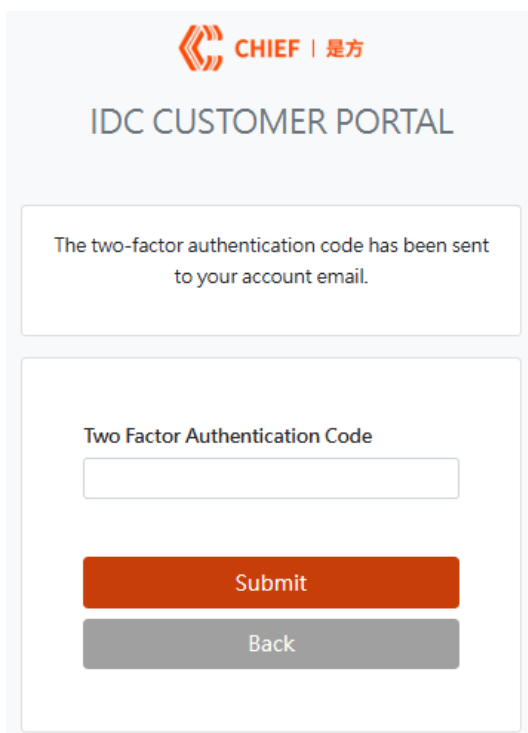
■ **Log in**

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

■ **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.

IDC CUSTOMER PORTAL – A FIRST LOOK

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

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

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**

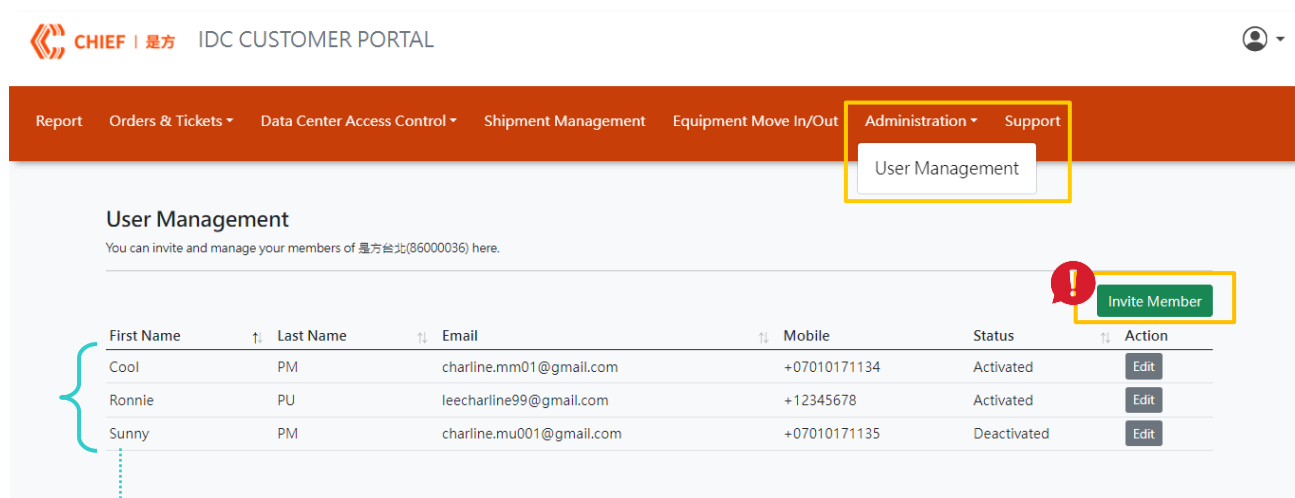| 03 Report | 04 Orders & Tickets ▾ | 05 Data Center Access Control ▾ | 06 Shipment Management | 07 Equipment Move In/Out | 01 Administration ▾ | 02 Support |
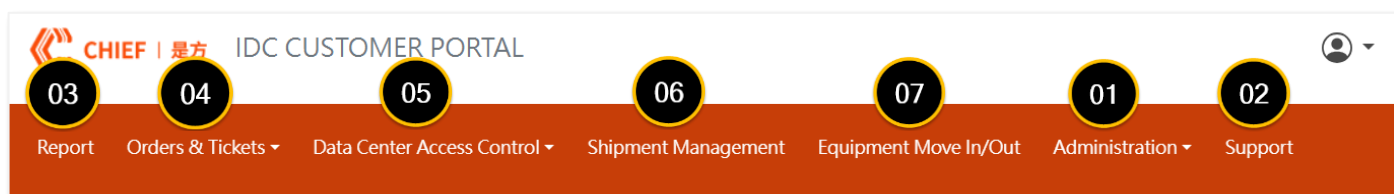
01 From the **Administration**, you can access to the **User Management** to invite and manage your members' permissions for portal access.

User Management

You can invite and manage your members of 是方台北(86000036) here.

Invite Member

First Name	Last Name	Email	Mobile	Status	Action
Cool	PM	charline.mm01@gmail.com	+07010171134	Activated	Edit
Ronnie	PU	leecharline99@gmail.com	+12345678	Activated	Edit
Sunny	PM	charline.mu001@gmail.com	+07010171135	Deactivated	Edit

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.

Invite Member ✕

Your Company: 是方台北 86000036

Please type in the email of your member, and we will send an invitation mail to him/her.

Email Address

Please enter the email address of the recipient.

Send   Cancel

- 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**

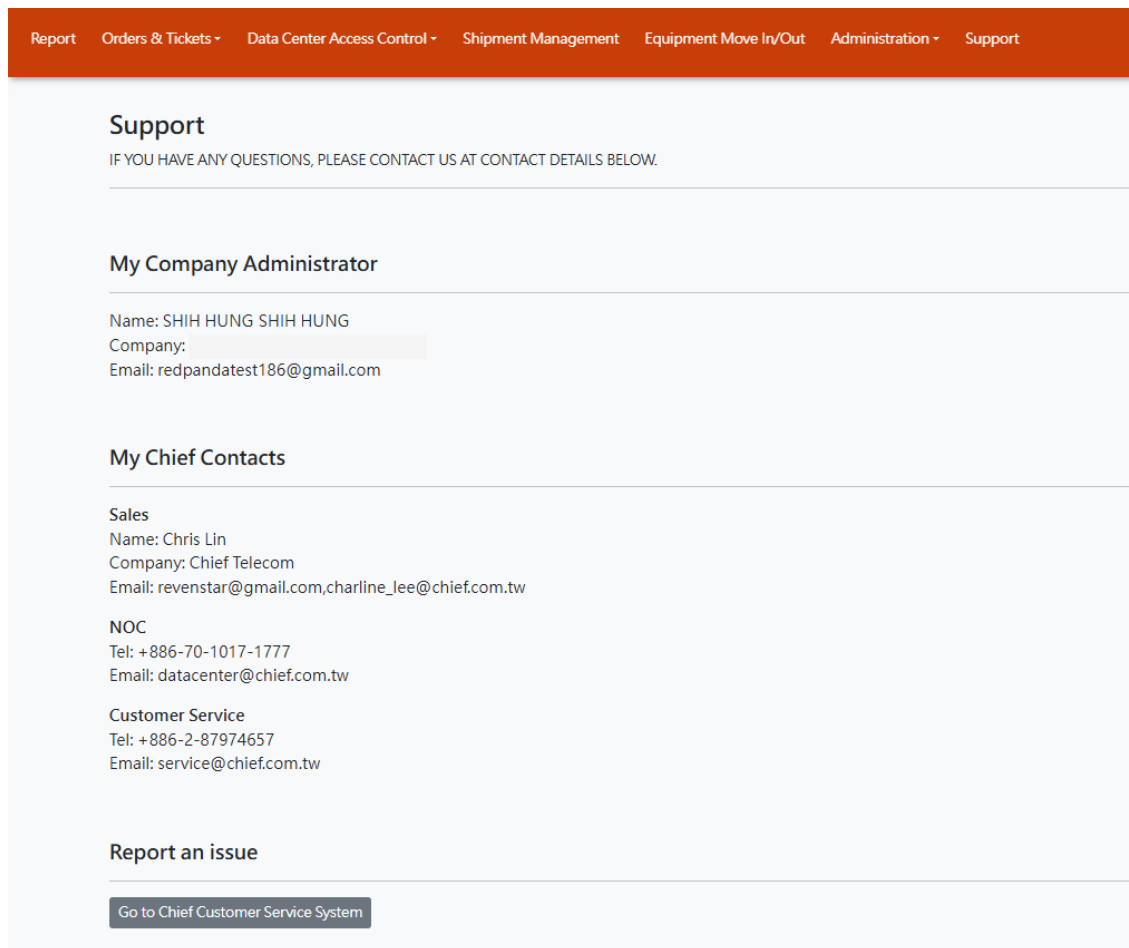Click the **Edit** to activate the user accounts respectively and set up the permissions of each user.

❶ **Account Status** to change the account status to "Activated" if you'd like to enable this account.

❷ **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".

❸ **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.

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

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 | Orders & Tickets ▾ | Data Center Access Control ▾ | Shipment Management | Equipment Move In/Out | Administration ▾ | Sup... |

Report

EXPORT TO EXCEL

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

■ **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.

■ **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.

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**

❶ 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.

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

❸ 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 |

⑥

☐ I have read and agreed to the Terms of Use of Chief Telecom IDC Remote Hand Service

Submit   Cancel

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

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

❻ 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   ❶   lv2 Device mounting and fixing ⌄

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 Content

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

Service Description

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

❶ 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.

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

[Submit]   [Cancel]

❻ Follow the same procedure (❷~❺) 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.

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

(i) 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

❶ 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

❶ 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 ❷

Currency	USD
Installation Fee	600.00
Monthly Fee	200.00
VAT (Value Added Tax)	Excluded

❷ 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:) ❸ **Z End**

A End		Z End	
Company Name		Company Name	
Location	LY	Location	LY
Floor	Select Floor	Floor	Select Floor
Rack		Rack	
Connector Interface	SC	Connector Interface	SC
Panel no. (optional)		Panel no. (optional)	
Port no. (optional)		Port no. (optional)	

❸ 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.

Z end contact person (optional)

Name	
Tel/Mobile	
Email	
LOA	Choose File No file chosen

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

Additional info (optional)

Circuit no.	
PO no.	

❹ **Add** **Cancel**

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

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
Cross Connection	MM Fiber	Chief-Chief		CHIEF	ABC	Edit Delete

2. Additional Information

Remark

Attachment(s)

[Choose Files] No file chosen

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

❻ ☐ I have read and agreed to the Terms of Use of Chief Telecom IDC Cross Connection Service

[Submit] [Cancel]

❻ 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.

Create New Contact

❶ Click **Create New Contact** to grant data center access to a new contact.

❷ 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.

❸ Set the access timeframe. (*Start Date*)

- Once Temporary access is selected, be reminded to set *End Date* the contact should be allowed access.

❹   Add contact information.

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

❻   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.

Request for Entry

❶ Click **Request for Entry** to fill out the Access Request Form.

❷ Select the individual(s) you'd like to grant access.

❸ 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			
☐		LY2		2		M1-A03	1-8	Full Rack	null
☐		LY2		2		M1-A04	1-8	Full Rack	null
☐		LY2		2		M1-A05	5-6	1/4 Rack	null
☐		LY2		2		M1-A07	1-4	1/2 Rack	null
☐		LY2		2		M1-A08	1-8	Full Rack	null
☐		LY2		2		M1-A09	1-8	Full Rack	null

❹ Set the access timeframe.

3. Authorization Date Period (GMT+8)

Start Date

[mm/dd/yyyy   📅]

End Date

[mm/dd/yyyy   📅]

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

Entry Time

[12:00 AM   🕐]

Exit Time

[12:00 AM   🕐]

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

❺ 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

❻ 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.
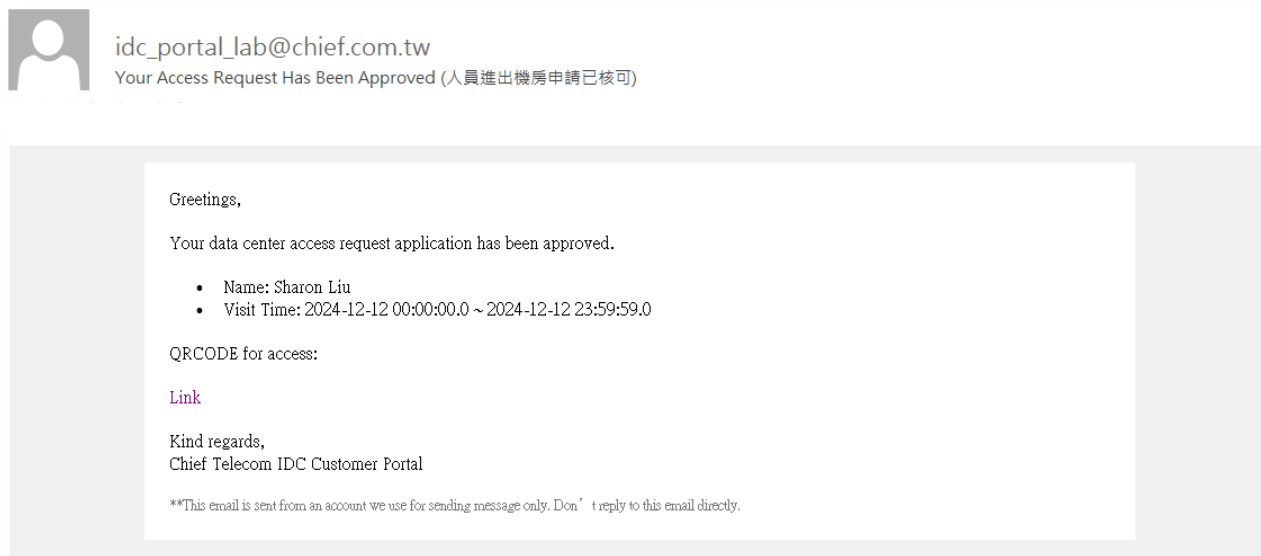
QR Code

By clicking on the icon under the "QRCODE" 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.
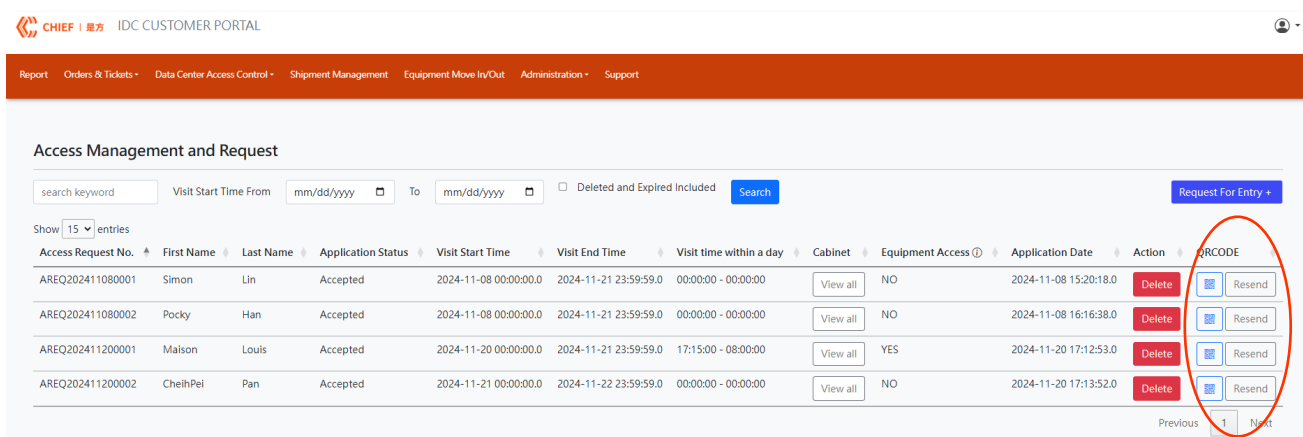
■ **Personnel Entry Status**

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

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

❶ Click **Create New Application** to fill out the Shipment Application.

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

❸ 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

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

❹   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.

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

- 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.