

Ramirez, Edgar

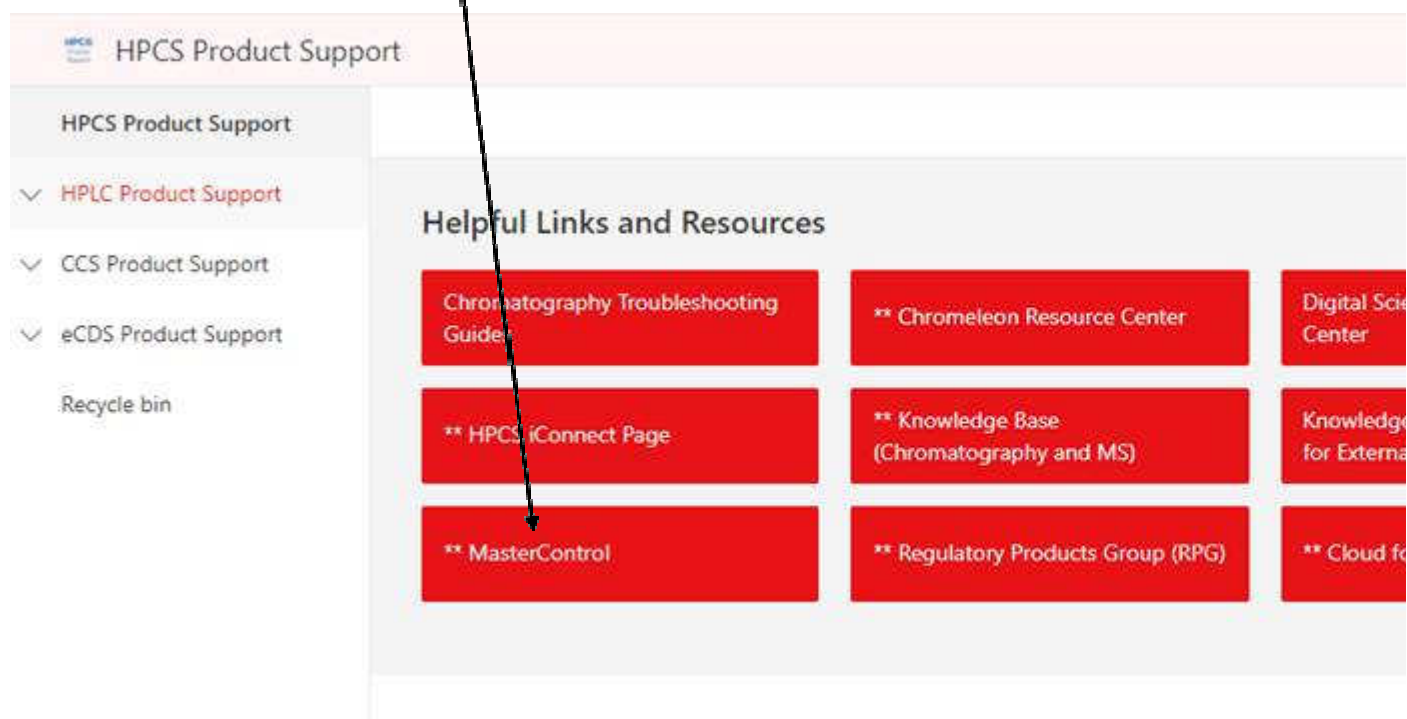
From: Cho, Sing Wai
Sent: Wednesday, April 7, 2021 9:01 AM
To: Ramirez, Edgar
Cc: Tan, Chee Hau; Oh, Gerard William; Lim, Alex
Subject: RE: Cannot access mastercontrol site

Hi Bro,

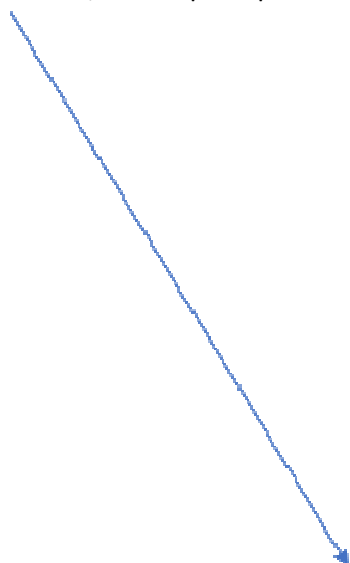
Can you try this new link:

<https://thermofisher.sharepoint.com/sites/hpcsproductsupport>

Then select the Mastercontrol from here:



And select the "direct folder", it will open up a new window.



Instrument and Enterprise Services

Home

Conversations

Documents

Notebook

Pages

ULS_MC_Assistance@ther...

Site contents

Recycle bin

Links to Open MasterControl

Reason to use each link

[MasterControl Homepage](#)

Full login where Training Tasks a

[Master Organizer Folders \(ORG-0037\)](#)

North America and Europe proc

[Direct Services Folders \(ORG-0080\)](#)

Installation checklists and instruo
Services and LED; North America

[Managed Services Folders \(ORG-0084\)](#)

Managed Services, Amgen and E

[AMS Account-Specific Content \(ORG-0031\)](#)

Sanofi Europe procedures, work

[Calibration Lab Folders \(ORG-0082\)](#)

Regional Europe calibration proc

[EHS Folders \(ORG-0088\)](#)

Europe Environment Health and



MasterControl Documents > Organizer

Filter Search Print

> ULS-ORG-0080 01 ULS-Direct Service Documents

MasterControl Documents > Organizer

Filter
Search
Print

- ▼ ULS-ORG-0080 01 ULS-Direct Service Documents
 - > ULS-MasterControl Job Aids
 - > ULS-Search All Direct Service
 - > ULS-SJF-Medical Device Content
 - > Bulk Elemental
 - > DIA
 - > Gas Chromatography
 - > Ion Chromatography
 - > Lab Equipment
 - > Liquid Chromatography
 - > Mass Spec Inorganic
 - ▼ Mass Spec Life Sciences
 - ULS-DRS HYBRID MS
 - > ULS-DRS Ion Trap
 - > ULS-DRS MultiChannel LC
 - > ULS-DRS Triple Quad
 - > Microanalysis
 - > Molecular
 - > Surface Analysis
 - > Trace Elemental
 - > North America Metrology

- ULS-DRS-IFC-0019 002 Orbitrap Exploris IFC
- ULS-DRS-IFC-0028 003 LSMS Install Checklist
- ULS-DRS-IFC-0051 001 Orbitrap Tribrid Series Install
- ULS-DRS-IFI-0043 002 Orbitrap IFI
- ULS-DRS-IFI-0060 002 Q Exactive Plus IFI
- ULS-DRS-IFI-0061 001 Q Exactive Focus IFI
- ULS-DRS-IFI-0062 001 Q Exactive HF IFI
- ULS-DRS-IFI-0063 001 Q Exactive IFI
- ULS-DRS-IFI-0065 002 QE HF-X IFI
- ULS-DRS-IFI-0071 004 Orbitrap Exploris 480 Install
- ULS-DRS-IFI-0074 001 Q Exactive UHMR Install
- ULS-DRS-IFI-0075 001 Exactive Plus EMR Install
- ULS-DRS-IFI-0078 001 Orbitrap Tribrid Series Install
- ULS-DRS-IFI-0081 001 IFI for Orbitrap 120 and 240
- ULS-DRS-PMC-0138 003 Exactive
- ULS-DRS-PMC-0142 002 Orbitrap
- ULS-DRS-PMC-0143 003 Orbitrap Velos
- ULS-DRS-PMC-0144 004 QE
- ULS-DRS-PMC-0151 002 LTQ-FT
- ULS-DRS-PMC-0170 001 PMC Orbitrap Exploris
- ULS-DRS-PMC-0183 004 Tribrid_Series PM Checklis
- ULS-DRS-PMC-0245 002 PMC Orbi Elite
- ULS-DRS-PMC-0257 002 Exactive Plus PMC
- ULS-DRS-PMC-0272 001 QEPlus QEHF QE HF-X PI
- ULS-DRS-PMI-0026 001 LTQ FT AND FT Ultra

Best regards,

Cho Sing Wai, Engineer
SEATW Technical Support, LC/MS
Instrument & Enterprise Service, SEATW

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From: Ramirez, Edgar <edgar.ramirez@thermofisher.com>

Sent: Wednesday, April 7, 2021 8:41 AM

To: Cho, Sing Wai <singwai.cho@thermofisher.com>

Subject: FW: Cannot access mastercontrol site

Hi Cho,

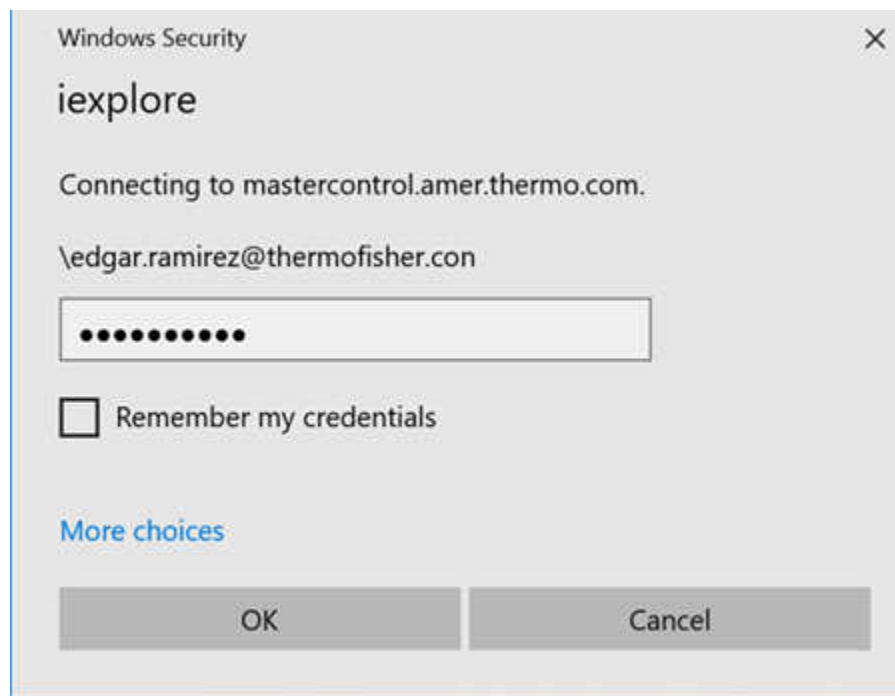
Good day!

I just like to ask if you can help me regain my access to mastercontrol site?

<http://mastercontrol/mc/main/mastercontrol/organizer/html/split/external.cfm?ids=B8E992C709CC10478F>

I used to easily accessed the mastercontrol but last week I cannot log in anymore.
It prompted as below?

I am using Internet Explorer and connected to VPN at home. In the office, it does not work too.



If you can also forward me to the rightful support to assist me on this then I would gladly appreciate it.
Maybe in RPG group?

Thank you very much!

Warmest Regards,

Edgar H. Ramirez II

Field Service Engineer – LC/MS

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