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The Equinix Customer Portal is a web portal enabling customers to conduct business with Equinix for Americas and EMEA locations. The portal provides five key functions:

- Services
- Operations
- User Management (for company Administrators)
- Network Services (for EMEA Customers)
- Support

The functions of Services, Operations, Network Services and Support are available to all portal users with the appropriate portal access and ordering permissions. This document provides step-by-step instructions for portal users to carry out these tasks.

The User Management function is only available to Administrators. For detailed instructions on this function, refer to the *Equinix Customer Portal Administrator Guide*. 
1. Initial Access

Access to the Equinix Customer Portal is by invitation only. Once you receive your invitation, you may register to use the portal.

User Invitation

If you wish to obtain a user account for the Equinix Customer Portal, contact your company administrator to initiate a portal invitation.

After you receive the invitation via email from the Equinix Customer Portal to activate your account, click on the encrypted URL which first takes you to a User Registration form where you may enter your personal information, then takes you to the Create Password page.
Create Password

After clicking on the link in your email you will need to create a password for your account.

- Type in your desired alpha-numeric password
  - Passwords must be at least 8 characters long and contain both lower case letters and numbers. Special characters are allowed.
User Registration

You will need to provide Security Questions for your account the first time you log into the portal.

To activate your user account on the Equinix Customer Portal (often called “the portal” or “ECP” in this guide):

- Select and provide answers to your Security Questions
- Enter a new Security PIN
Your PIN must be 4 numbers long.

- Click the **Submit Security Questions** button
  - You’ll be taken to the portal home page

- From the portal homepage, you can view and update your account profile by selecting the user tool panel cog next to your name in the information bar at the top of the page.
2. User Tool Panel

You can manage and view the following information:

- My Profile
  - Profile Tab
    - Account Details
    - Account Settings
    - Security Questions
  - Permissions Tab
    - A partial list of your available permissions
  - Notification Preferences Tab

- Change Language

- Logout (See page 79 for more information).
My Profile

- **Account Settings**
  - You can change any of these fields by changing the text or choosing options from the dropdown menus.
  - You may change your personal contact information by typing new information in any of the following fields: **First Name, Last Name, Job Title, Department, Company Name, Mailing Address, Country, Email Address, Secondary Email, Work Phone, Mobile Phone** and **Fax**, then clicking the “Submit changes” button.
● **Account Details**
  ○ **User Status** is managed by your company administrator.
  ○ Click on the **Change Username** link to change your Username.
  ○ Click on the **Change Password** link to change your password.
    ▪ You are the only person who can change your password. You receive an email message confirmation from the portal confirming that your password has been changed.
  ○ Clicking on **Change PIN** will allow you to change your 4-digit pin number
  ○ **Language**
    ▪ This will change your default language
  ○ **Time zone**
    ▪ This will change your default time zone

● **Security Questions**
  ○ You may change these questions/answers at any time

● Clicking the **Submit changes** button at the bottom of the page will save any changes you’ve made to your personal information.
My Permissions

You can view some of your permissions for each IBX in this tab.

- Your Permissions are managed by your Administrator
Notification Preferences

Set the preferences for IBX and network notifications that will configure your subscription and notification options.

- You can subscribe to email, SMS text, or voice mail notifications for IBX and network notifications on the Notification Preferences tab of the My Profile page by selecting the corresponding checkboxes for each IBX location you have been given notifications permissions to.
- You must subscribe to email notifications before subscribing to SMS or voice notifications. SMS and voice notifications only provide a summary of the email notification. You will need to provide a mobile phone number to receive SMS or voice notifications.
For SMS text messages and/or voicemails, you will be required to verify or provide your mobile number. **Please note that non-US/Canada phone numbers must enter “+” and the country code as part of your mobile number** (e.g. +44 845 683 8065)
3. Portal Login

To log into the portal, enter the following URL in your browser:
https://portal-ap.equinix.com

- Enter your **Username** in the first field.
  - Note: All usernames are not case-sensitive
- Enter your **Password** in the second field.
  - Passwords are “case-sensitive” (upper-case and lower-case letters may be used). Make sure you enter them correctly.
- Click on the **Log In** button.

Note: If you **click Remember my username on this computer** the portal will retain your username entered the next time you come to the login screen. It will not remember your password.
• If you incorrectly enter your username or password five times, you will be locked out of the portal. Please call your regional Equinix Service Desk or email support@equinix.com to unlock your account.

• If you forget your username, click on “Forgot your username or password?” to retrieve your username.

• If you forget your password, click on “Forgot your username or password?” to reset your password.
Retrieve Username

To retrieve your username:

- Enter your **Email Address**.
- Click on the **Retrieve Username** button.

The portal will display all usernames that match your email address.
Reset Password

To reset your password:

- Enter your **username**.
- Click the **Reset Password** button.

![Reset Password Form](image_url)
The portal displays the five security questions from your profile.

- Enter your desired **new password** twice.
- Enter the **answers** to all five questions.
- Click the **Reset Password** button.
If you answer at least three of the questions correctly, your password will be changed.

The portal will send you an email message to confirm that your password has been changed.
4. Home Page Dashboard

The home page provides a dashboard summarizing recent activity for your organization:

- Submitted and Saved Requests
- Pending Items
- Notifications
- Portal Updates

From the home page, you can access the following portal functions:

- Services, Operations and Support
- Network Services for EMEA Customers of Equinix Connect
Pending Items

At a glance, Pending Items tells you the number of:

- Pending Storage Items
  - Shows the total number of items that have been shipped to IBX locations and are waiting for a cage destination.

Notifications

At a glance, Notifications tells you the number of:

- Incident Notifications
- Advisory Notifications
- Maintenance Notifications

You can click each notification type and be sent to the Notifications page where the filters are pre-set by notification type and you may view the details of each item.

Click View All Notifications to see all current notifications (more details on pg. 62).
Portal Updates

General information about the portal, release notes or Equinix-related services, can be found in the Portal Updates section of the homepage dashboard. To view a history of previous portal updates, click the “View All Updates” link at the bottom of this section.

PORTAL UPDATES

Introducing Network Services, a new feature for our Equinix Connect users in EMEA to check inbound/outbound traffic and run reports! Read about Network Services, the new Smart Hands options, and other improvements on our Customer Portal updates page.

View All »
Additional Messaging

Additional messaging and announcements can be found in the banner that resides near the top of each page.

Did you know? You can set your Notification Preferences to deliver IEX and Network Incident and Advisory notifications to you via SMS or voicemail.

Navigation

- Click icon in the navigation panel to return to the Home page from any other page on the portal.

- To log out of the portal, click icon to open the User Tool Panel in the upper right-hand corner and choose Log Out.

Accessing portal functions from the tabs in the navigation bar is as easy as hovering your mouse pointer over the function you want briefly. A menu of the choices available under that tab appears, and you may click the menu item you want.
5. Services

The submitted and saved requests may be accessed from the menu and the Dashboard. The following service requests can be made and monitored using the Equinix Customer Portal:

- Cross Connects
- Power
- Smart Hands
- Accessories
- Deinstall
- Other Services (Equinix Exchange, IBX Link, Network Timing, etc.)
- Modify Order
- Cancel Order
- Work Visits
- Security Access
- Shipments
- Conference Room
- Tour Request
Cross Connects

To submit a Cross Connect request, first select if you want to connect with a service provider, connect your own equipment (Intra-Customer), or if available in your IBX locations, order an Extended Cross Connect:

Once you have made your selection, you'll be taken to an order form that will ask you to provide the following:

- **A-Side Details**
  - **Location Details**
    - Select the **IBX location**, **Cage/Suite**, and **Cabinet** from the pull-down lists.
  
  - **Connection Information**
    - Select a connection type from the **Select a connection type** pull-down list.
    - Select a media type to support the selected protocol from the **Select a media type** pull-down list.
- Select a link level protocol from the **Select a connection service** pull-down list.

- Enter an **FOC (Firm Order Completion) Date** or click on the calendar to choose a date. The FOC date is when the carrier promises to deliver the circuit. The IBX will begin working on this request within 24 hours of the FOC date upon confirmation of circuit readiness. Click on the **IBX Local Time** link if appropriate. This defaults to the Cross Connect submission date, and is the earliest date that the Z-side company may accept the Cross Connect.

- Select the **Patch Panel** for this Cross Connect.

- Select a connector type for the connection from the **Select a connector type** pull-down list.

- **Port A** defaults to “next available.” You may specify a different port as needed.

- **Port B** is only required for fiber or coax connections.

- **Provider Information**
  - Select a **Provider** from the pull-down list. If you choose **Other**, enter your provider’s name in the space.

- **Z-Side Details**
  - **Provide LOA Information**
    - Upload the PDF file containing your letter of agreement (LOA) by clicking on the **Upload LOA File** link.
  - **Location Details**
    - Select the **IBX location**, **Cage/Suite**, and **Cabinet** from the pull-down lists.
    - Select the **Patch Panel** for this Cross Connect.
    - Select a connector type for the connection from the **Select a connector type** pull-down list.
    - **Port A** defaults to “next available.” You may specify a different port as needed.
    - **Port B** is only required for fiber or coax connections.
    - If the A or Z side is a carrier, enter a **Circuit ID** cable reference for verification purposes.

- **Scheduling**
  - Select your requested scheduling type.

- **Additional Details**
Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** free-text box.

- **Attachments**
  - You may upload supporting documents for the request by clicking the [Upload File](#) link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt.

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the [Contact Lookup](#) feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.
    - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**
  - Enter the user’s last name and click the [ ](#) button.
Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the Submit request button to submit the request or the Save request button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. Fully configured Cross Connects are assigned immediately to the IBX location and will be completed based on your assigned scheduling. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.
After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
**Power**

- **IBX Information**
  - Select the **IBX location**, **Cage/Suite**, and **Cabinet** from the pull-down lists.
• **Power Details**
  
  o Choose your power type, Voltage, Amperage, Redundancy, and Quantity from the drop down menus.

• After you submit or save the request, the portal will show you a summary page of your request. Power requests generate an email to the Equinix Service Desk which will be routed to the appropriate team at Equinix who will contact you with a quote for your requested power requirements.

• **Additional Details**
  
  o Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

• **Attachments**
  
  o You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

• **Customer Internal Reference**
  
  o Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

• **Technical Contact**
  
  o These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

  You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.
Contact Lookup

- Enter the user’s last name and click the button.
- Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the Submit request button to submit the request or the Save request button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review this request from your dashboard at any time. You will receive a confirmation email message with the Request ID, which is also displayed on the portal for confirmation.
**Smart Hands**

To submit a Smart Hands request, provide the following information.
- **IBX Information**
  - Select the **IBX** location, **Cage/Suite**, and **Cabinet** from the pull-down lists.

- **Smart Hands Details**
  - Select the **Smart Hands Type** from the pull-down list.
  - Select **Other** to request services not on the list. Be sure to provide detailed instructions for the request in the **Scope of Work** section.

- **Scheduling**
  - This is set to standard scheduling until a Smart Hands Type is selected. Once that is done, you have the option to change scheduling options by clicking the radio button next to each scheduling option. The “Tape Change (Scheduled)” option is only available with scheduled maintenance.

- **Scope of Work**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields

  ![Technical Contact](image)

  - You may select to receive phone calls on your mobile phone, work phone, or both by choosing “Yes” or “No” from the drop-down menu
- You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**

  - Enter the user’s last name and click the search button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Add Accessories

To add accessories, provide the following information.
• **IBX Information**
  - Select the IBX location, *Cage/Suite*, and *Cabinet* from the pull-down lists.

• **Available Accessories**
  - Choose the accessories you want from one of the drop-down lists by clicking the check box next to the item you require.

• **Verify Your Selections**
  - Review the selections you made to ensure that all the items you require have been selected.

• **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** free-text box.

• **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

• **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt.

• **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

• **Technical Contact**
  - These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.
- You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**

  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request to your job cart and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Other Service Requests

A number of other services can be requested from the Equinix Customer Portal. Once submitted, someone from Equinix contacts you to complete your request. For faster response to time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk at support@equinix.com.
The other services available from the Equinix Customer Portal are:

- **Equinix Exchange**—This service enables your company to interconnect its networks to move data to their destinations in an efficient and reliable manner. It is used by many of the Internet companies operating within Equinix IBX locations.

- **Equinix Direct**—An Internet Protocol (IP) connectivity solution that provides direct access to the industry’s top bandwidth providers with no short-term contracts or bandwidth minimums. Equinix Direct features a route-customization platform and traffic accounting system that provides competitive pricing, performance control, and single-source billing.

- **IBXflex Space**—This service offers customers non-cage space within, or in close proximity to, an IBX data center. These units are designed to support mission-critical, 24-hour operation centers and/or to be used as storage areas for equipment or replacement parts. IBXflex units are equipped with environmental support systems, and a set of highly sensitive security control systems similar to those found throughout IBX locations.

- **IBXLink**—A direct fiber link to another Equinix IBX location.

- **Network Timing (North America Only)**—A connection to Equinix’s internal time clock to synchronize your server clocks.

To schedule a request for other types of services, provide the following information:

- **Location Details**
  - Select the IBX location and Cage/Suite from the pull-down lists.

- **Service Details**
  - Indicate the Service Type by selecting one of the options in the pull-down list.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the Additional Details box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the Contact Lookup feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**
  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the Submit request button to submit the request or the Save request button to save the request to your job cart and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a
booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Deinstall

To submit a Deinstall request, you’ll need to provide the following:

- **IBX Information**
  - Select the **IBX** location, **Cage/Suite**, **Cabinet** and **Product Type** from the pull-down lists.
  - **Serial number (Asset ID) available for deinstall**
  - Once you have selected the information above, you'll be shown a list of all assets available for deinstallation. Mark the checkbox next to each asset that needs to be deinstalled.
  - Please note that bundled Cross Connects and Power may require additional paperwork to properly deinstall.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

  - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**
  - Enter the user’s last name and click the **button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

  - Click the **Submit request** button to submit the request or the **Save request** button to save the request to your job cart and complete it later. Once submitted,
Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Modify Order

To modify an order request you will need to provide the following:

- **Active Order Number**
- **Modification Details**
  - Please provide a detailed description of the things you need to change or add to an order request.
  - Please note that if you do not fill out the whole form, it will return with an error.

- **Attachments**
  - You may upload supporting documents for the request by clicking the `Upload File` link. A maximum of five files no more than 2MB in size may
be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the Contact Lookup feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.
    - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**
  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the Submit request button to submit the request or the Save request button to save the request to your job cart and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.
● After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Cancel Order

To cancel an order request you will need to provide the following:

- **Active Order Number**
- **Cancellation Details**
  - Please provide a detailed description of the things you need to change or remove from an order request.
  - Please note that if you do not fill out the whole form, it will return with an error.
- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt
- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the Contact Lookup feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

    ![Technical Contact Form](image)

    - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

    ![Contact Lookup](image)

    - Enter the user’s last name and click the search button.
    - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request to your job cart and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.
After you submit or save the request, the portal will show you a summary page of your request. You can review this request from your dashboard at any time. You will receive a confirmation email message with the Request ID, which is also displayed on the portal for confirmation.
Work Visit

To schedule a Work Visit for a representative of your organization to be granted access to your IBX cage or suite, provide the following information:
- **IBX Information**
  - Select the **IBX location** and **Cage/Suite** from the pull-down lists.

- **Site Visitors**
  - You may search for and select visitors from the existing list or add unlisted names of visitors to the IBX by clicking “Add a Non-Listed Visitor”. Type their first name, last name (as listed on their government-issued ID) and company name in the form found under the **Visitors** section. Click the Add button to add them to the list.

  - Specify the **Start Date/Time** and **End Date/Time** for the requested Work Visit, either by typing in dates or by clicking on the calendar icon and selecting the dates. Work Visits may not exceed 2 weeks in duration.
    - NOTE: the IBX local time is used when selecting start and end dates.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history

- **Technical Contact**
These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

- You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**

  - Enter the user’s last name and click the **button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Access to the Equinix Antenna Platform

If you require access to the Equinix Antenna Platform, place a Work Visit ticket as part of standard process to visit the IBX.

In addition, you must place a Smart Hands request. In the comments field, please include the following information: the customer's name, IBX, the names of the people that will need access to the antenna platform on the roof, the date of the visit and the start/end times of the visit.

Once your orders are placed, we will ensure that an escort to the roof will be provided during the time of your visit. Smart Hands charges will apply.
Security Access Enrollment

You may grant IBX cage level access to one or more members of your organization, including yourself.

- Grant Access
● **Enrollees**
  - Select one or more users from the **Enrollees** section by clicking the checkbox next to their name.
    - You may search by last name by typing in the user’s last name and click the search button.
  - Select the IBX(s)/Cage(s) you wish to allow access for each user selected by using the dropdown menu in line with their name. Each IBX can be expanded to show available cages by clicking the triangle next to the checkbox.
  - Select an appointment date to schedule the Hand Scan or Proxy Card setup at the IBX location. The named user(s) must arrive within two weeks of the appointment date or the request will be cancelled.

- **Verify Your Selections**
Review the list of users and their access before submitting your request.

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request to your job cart and complete it later. Once submitted, Equinix will contact you to complete your request. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review this request from your dashboard at any time. You will receive a confirmation email message with the Request ID, which is also displayed on the portal for confirmation.

- **Remove Access**
  - **Enrollees**
    - Select one or more users from the **Enrollees** section by clicking the checkbox next to their name.

    - You may search by last name by typing in the user's last name and click the **Search** button.
- Select the IBX(s) /Cage(s) you wish to remove access for each user selected by using the dropdown menu in line with their name. Each IBX can be expanded to show available cages by clicking the triangle next to the checkbox.

<table>
<thead>
<tr>
<th>Name</th>
<th>Company</th>
<th>Creation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test, User (You)</td>
<td>Equinix</td>
<td>May 23, 2013</td>
</tr>
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</tbody>
</table>

- Select a date and time to remove access by typing the date or clicking on the calendar and selecting a date.
- **Verify Your Selections**
  - Review the list of users and their access before submitting your request.
- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.
- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.
- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Shipments

When you enter the Shipments page, you will be defaulted to the Inbound Shipments tab. To schedule an Outbound Shipment from an Equinix IBX location, select the Outbound Shipments tab.

To schedule an Inbound Shipment, choose the method by which your package will arrive.

- **Inbound Shipment (Carrier)** — Choose this method if you will be using a carrier to deliver your shipment.

- **Inbound Shipment (Customer Carry)** — Choose this method if a member of your company will be delivering this shipment to the IBX.
• **Pending Storage Items (Packages Waiting for a Cage Destination)** — View the items that have been shipped to your IBX locations and are waiting to be delivered to cages. (More on page 63)

  - **IBX Information**
    - Select the **IBX location** and **Cage/Suite** from the pull-down lists.

  - **Arrival Date Range**
    - Select either **standard arrival time** or after-hours **arrival time** for the Inbound Shipment and enter the date/time manually or use the calendar.

  - **NOTE:** After-hours or weekend deliveries may carry an additional charge and will be sent to site
management for approval.

- **Shipment Details**
  - Do **not** enter any data into the **Equinix Use Only** field
  - Enter the inbound **Shipment Description**.
  - Specify the **Number of Boxes** in the shipment.
  - You may also provide the weight of the heaviest box if you have that information. Remember to select the radio button to indicate whether the weight is specified in pounds (**lbs.**) or kilograms (**kg**).
  - Enter the **Tracking Number(s)** for your shipment.
  - Select or enter your **Shipping Carrier** name

- **Additional IBX Services**
  - You may request **Deliver Package to Cage/Suite** or **Access Loading Dock**. Be sure to provide detailed instructions for your request in the free-text box under **Additional Details**.
  - There may be additional charges that apply to these services.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your **Ordering Contact**
Contact information displayed below the Technical Contact fields

- You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices

- **Contact Lookup**

  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.

To schedule an **Outbound Shipment**, provide the following information.

- **Delivery Method**
  - Select the delivery method for this outbound shipment.
    - **Outbound Shipment (Carrier)** – Choose this method if you will be using a carrier to pick up your outbound shipment.
    - **Outbound Shipment (Customer Carry)** – Choose this method if a member of your company will be picking up your outbound shipment and taking it out of the IBX.
### IBX Information
- Select the **IBX** location and **Cage/Suite** from the pull-down lists.

### Departure Date
- You can select today’s date if the scheduled pickup is during business hours (Monday – Friday; 7am-5pm). If the shipment is to be picked up outside of IBX hours, you must contact the Equinix Service Desk to make special arrangements.

### Shipment Details (for carrier service outbound shipments only)
- Enter a brief description of this shipment.
- Enter the number of boxes included in this shipment.
- You may also provide the weight of the heaviest box if you have that information. Remember to select the radio button to indicate whether the weight is specified in pounds (**lbs.**) or kilograms (**kg**).
- Enter the declared value of this shipment.
- Choose the carrier from the **Select a carrier...** pull-down list. If your carrier is not listed, choose **Other** and enter the carrier’s name in the space provided.
- If you already have a shipping label, you can enter the tracking number or upload the label.
If you do not have a shipping label, enter your carrier account number and the ship-to address.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the Additional Details box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Attachments**
  - You may upload supporting documents for the request by clicking the Upload File link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
  - Use this alphanumeric field to enter any reference information you
wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the Contact Lookup feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

  - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**
  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which
is also displayed on the portal dashboard and submitted requests page for confirmation.
Conference Room

You may reserve a conference room at an IBX location for yourself or other users.

- **Location details**
  - To check availability and schedule a conference room, enter your IBX location and the date you want to reserve the room.

- **Conference room availability**
  - Once you’ve entered your location details, you’ll be shown the availability for all conference rooms in the IBX location for that day.
  - Booked time periods will be marked in blue; open time periods will be marked in white.

- **Scheduling details**
  - Enter the start time and duration of your conference room reservation.

- **Meeting host**
  - Enter the last name of the person who will be hosting the meeting and select them by clicking the radio button next to their name.
You may search for and select attendees from the existing list or to add unlisted names of visitors to the IBX.

- Click “Add a Non-Listed Attendee” and type their first name, last name (as listed on their government-issued ID) and company name in the form found under the Attendees section. Click the Add button to add them to the list. Verify Your Selections

Review the list of attendees to ensure you have the correct people for the meeting.

- Additional Details
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the Additional Details box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- Customer Internal Reference
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- Technical Contact
  - These fields may be used to add a technical contact manually or use the Contact Lookup feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

  You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- Contact Lookup
Enter the user’s last name and click the search button. Once you have found the desired user, click on the radio button next to the user's name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Tour Request

*(NOTE: Taking photos or videos during the tour is not allowed without special permission. Contact brandmarketing@equinix.com for more information.)*

Schedule a tour of an Equinix IBX data center for yourself or other members of your organization.

- **Equinix-Guided** – Request an Equinix-guided tour to visit an Equinix IBX location.
- **Customer-Guided** – Request a self-guided tour to visit an Equinix IBX location.
  - This option is available if you have authorized Tour Guides in your organization. Contact your Client Services Manager in North America or your Service desk in EMEA for more information.

- **IBX Information**
  - Select the IBX location and Cage/Suite from the pull-down lists.
  - Specify the Date/Time for your tour by typing in the date or by clicking on the calendar icon and selecting the date.
  - Select the duration of your visit

- **Site Visitors**
  - You may search for and select visitors from the existing list or add unlisted names of visitors to the IBX by clicking “Add a Non-Listed Visitor”. Type their first name, last name (as listed on their government-issued ID) and company name in the form found under the Visitors section. Click the Add button to add them to the list.
- Specify the **Start Date/Time** and **End Date/Time** for the requested Work Visit, either by typing in dates or by clicking on the calendar icon and selecting the dates. Work Visits may not exceed 2 weeks in duration.
  - NOTE: the IBX local time is used when selecting start and end dates.

- **Verify Your Selections**
  - Review the list of attendees to ensure you have identified the correct people for the tour.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** box. If these details will exceed 1000 characters, you may upload these details in the attachments section.

- **Customer Internal Reference**
  - Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  - These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

- You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix.
staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices

- **Contact Lookup**

  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name to populate that user’s details into the Technical Contact fields.

- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
6. Operations

You can access the following information:

- Notifications
- Pending Storage Items
- Trouble Ticket
- Install Base
- Finance Overview
- Reports
Notifications

You may view notifications for all IBXs you receive notifications from.

- If you have several notifications, you can filter your results and change your view using the following criteria, found in the Options tool on the left-hand side of the page:
  - ID Search
  - Filter by IBX
  - Filter by Notification type
    - Scheduled maintenance
    - IBX Incident
    - IBX Advisory
    - Network Maintenance
    - Network Incident
  - Filter by Status
    - Ongoing and future
    - Completed
  - Filter by Date Range
    - Up to 1 Year of History
## Notification Events

You can sort event notifications by clicking the top of each column. To view further details, click the ID for any notification event. To enter additional search criteria or generate a report, click the Options button below.

<table>
<thead>
<tr>
<th>ID</th>
<th>Notification Type</th>
<th>IBX(s)</th>
<th>Network Product</th>
<th>Event Date/Time</th>
<th>Status</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>EQ-20130514-0031</td>
<td>IBX Maintenance</td>
<td>CH3</td>
<td></td>
<td>Jun 16, 2013 3:00 PM</td>
<td>Completed testing</td>
<td></td>
</tr>
<tr>
<td>EQ-20130514-0028</td>
<td>Network Incident</td>
<td>SV1, S</td>
<td>Metro Connect</td>
<td>Jun 16, 2013 3:00 AM</td>
<td>Completed testing</td>
<td></td>
</tr>
<tr>
<td>EQ-20130514-0018</td>
<td>IBX Advisory</td>
<td>LA1</td>
<td>Equinix InterXt</td>
<td>May 14, 2013 6:00 AM</td>
<td>Completed testing</td>
<td></td>
</tr>
<tr>
<td>EQ-20130514-0013</td>
<td>IBX Advisory</td>
<td>LA1</td>
<td></td>
<td>May 14, 2013 6:55 AM</td>
<td>Resolved</td>
<td>ECP2.0 UAT testing - IBX advisory testing</td>
</tr>
<tr>
<td>EQ-20130514-0011</td>
<td>Network Incident</td>
<td>SV1, S</td>
<td>Metro Connect</td>
<td>May 14, 2013 1:25 AM</td>
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<td>Network Service Issue ECP2.0 UAT...</td>
</tr>
<tr>
<td>EQ-20130514-0008</td>
<td>Network Incident</td>
<td>CH3</td>
<td></td>
<td>May 13, 2013 8:00 PM</td>
<td>Updated</td>
<td>Network Service Issue</td>
</tr>
<tr>
<td>EQ-20130514-0007</td>
<td>Network Incident</td>
<td>SV1, S</td>
<td>Metro Connect</td>
<td>May 13, 2013 7:10 PM</td>
<td>New</td>
<td>Network Service Issue</td>
</tr>
<tr>
<td>EQ-20130514-0003</td>
<td>Network Incident</td>
<td>SV1, S</td>
<td>SingleChXt</td>
<td>May 13, 2013 5:37 PM</td>
<td>New</td>
<td>Network Service Issue</td>
</tr>
</tbody>
</table>
Pending Storage Items

You can view and monitor a list of items that have arrived at an IBX without an Inbound Shipment ticket and are waiting for a cage/destination. These items may be retrieved by you or delivered directly to your cage for an additional fee once you have accepted the pending item. Items not claimed within 72 hours may be returned to their origin. To reject a shipment, you must contact the Equinix Service Desk.

- If you have several pending storage items, you can sort your results using the following criteria by clicking on the column heading above the list:
  - Storage ID
  - IBX
  - Arrival Date
    - This is displayed in the time local to the IBX
  - Expiration Date
    - This is displayed in the time local to the IBX
  - Carrier
  - Boxes
  - Status
Trouble Ticket

Trouble tickets can be submitted if you are experiencing an issue that is impacting your service. Please submit a Smart Hands request if this issue is not impacting your service.

- Entering a **Cable ID/Serial Number** can help accelerate the resolution for your trouble ticket
  - Doing this will also pre-populate your IBX, cage, and cabinet information.

- **IBX Information**
  - Select the **IBX** location and **Cage/Suite** from the pull-down lists.

- **Trouble Ticket Details**
  - Select the **Problem Category** based on what type of issue you are having
    - Hardware
    - Power
    - Environment
    - Cross Connect
    - Network
    - Security
  - Select a **Problem Description** to give more information about the type of problem you are having

- You may choose to receive a call once a tech is at your cage by selecting *Call me from the cage*.

- **Additional Details**
  - Provide detailed instructions to the IBX staff needed to fulfill your request in the **Additional Details** free-text box.

- **Attachments**
  - You may upload supporting documents for the request by clicking the **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- **Customer Internal Reference**
Use this alpha-numeric field to enter any reference information you wish to use for your records. You may use this field to relate requested items and to search for them in your request history.

- **Technical Contact**
  
  These fields may be used to add a technical contact manually or use the **Contact Lookup** feature to add another user in addition to your Ordering Contact information displayed below the Technical Contact fields.

  - You will automatically receive booking and completion notices as the ordering contact, while the technical contact will be contacted by Equinix staff for follow-up on your request if you define a technical contact. Technical contacts do not receive booking or completion notices.

- **Contact Lookup**

  - Enter the user’s last name and click the button.
  - Once you have found the desired user, click on the radio button next to the user’s name.
- Click the **Submit request** button to submit the request or the **Save request** button to save the request and complete it later. Once submitted, Equinix will contact you to complete your request where applicable. For time-sensitive requests requiring service in less than 2 hours, you may make your request directly to the Equinix Service Desk by calling your regional location.

- After you submit or save the request, the portal will show you a summary page of your request. You can review the most recent requests on your dashboard and historical requests on the submitted requests page at any time. You will receive a booking notice email message with the Request ID for submitted requests, which is also displayed on the portal dashboard and submitted requests page for confirmation.
Install Base

The Install Base report displayed on this page is a summary of items installed in your cages at Equinix. You may export a filtered or unfiltered report to view details about each product your organization has purchased. To see all Install Base records you must select All Records from the Date Range filter.

- If you have several items, you can sort your results using the following criteria, by clicking on the column heading above the list:
  - Serial Number
  - Order Number
  - Product Type
  - IBX/Cage
  - Product Description
  - Account Number
  - Installed on Date

- You may export your Install Base report. A notification will be sent via email and a blue banner will appear to notify you of report download readiness when logged in to the portal.
  - To export the report, click the Options panel on the left hand side.
    - Choose the Reports tab
    - Select your report type and select Create
  - You will receive an email message when your report has been prepared and is ready to be downloaded from the portal.
Pending Orders

If your company requires order approval for billable orders including Smart Hands, Cross Connects, Power, Accessories etc., this page will provide a mechanism for approval of those orders. This page will only display the past 12 months of data. To retrieve data older than 12 months, contact the Equinix Service Desk.

- If you have several pending orders, you can sort your results using the following criteria by clicking on the column heading above the list:
  - Order ID
  - Type
  - IBX/Cage
  - Ordering Contact
  - Customer Interface
  - Status
  - Date Submitted
Finance Overview

You can review your organization’s finance history here.

- You can sort by Account, Name, and Location
- You may also filter by a time period within a single account
- Expanding each account accordion will allow you to view a summary of payments and invoices for each account
- You can print or save a PDF version of each account’s overall summary by clicking the Print/Save link.
- You can also download statement summaries and details as PDF or Excel files where provided.

If you require additional assistance, please contact your Equinix billing contact or e-mail billing@equinix.com.
Reports

When you request a report, you will be notified via email when it is available for download; a blue notification bar will appear if you remain logged into the portal to indicate availability. All of your available reports are listed on this page for reference. Reports are automatically removed after seven days, but you can always request the same report to be generated at a later date.

- Using the column headers, you may sort the reports entries on this page by the following criteria
  - Report Type
  - Status
  - Date Requested
  - Date Generated
7. Network Services (EMEA Only)

You can access the following information:

- Equinix Connect: Traffic Usage
- Equinix Connect: Looking Glass
**Equinix Connect: Traffic Usage**

The traffic usage page allows you to view and export a full report of traffic for each port your organization manages.
• **IBX Information**
  - Select the IBX **location** and **Port** from the pull-down lists.

• **Traffic Usage Summary**
  - This shows an average use for the past three months
    - You can export or save this summary as a PDF or XLS document

• **Traffic Usage Details**
  - This is a customizable view of the traffic usage for your selected port
    - There are three ways to change the **date range** you are viewing
      - Clicking on the **Day**, **Week**, **Month**, **6 Months**, **Year** buttons will automatically change the view
      - Adding a start and end date in the upper right hand corner
      - Dragging the sliders on the bottom of the **Traffic Usage Details** section will change the view accordingly

  - There are two different views for the data
    - Choosing **Average Traffic** will display the average traffic usage for the single port during the duration of time displayed
    - Choosing **Maximum Traffic** will display the maximum traffic usage for the single port during the duration of time displayed

• **Generate Traffic Reports**
  - This will generate a 5 minute interval traffic data file
    - This data will be available for the past 12 calendar months
    - To generate a traffic report, choose the month from the drop down menu then click the **Create** button
  - You may save this report by clicking the **Print/Save** link by the title **Traffic Usage Details**
Equinix Connect: Looking Glass

To submit a query for a ping, IP BGP, or trace route use the Looking Glass tool.

- **Query Details**
  - Select your **IBX Location**
  - Select your **Port** from the available ports for that IBX
  - Select the **Protocol** for the correct IP traffic type
    - IPv4 or IPv5
  - Enter your desired **IP Address**
  - Select the type of **Query** you would like to submit
  - Click on the **Start query** button

- **Query Results**
  - Query results will be displayed in this field

- All Looking Glass commands cannot be used with automated scripts unless expressly authorized by Equinix. All queries must be entered manually.
8. Support

The Support tab provides access to the following portal functions:

- My Equinix Contacts
- User Documentation
- Frequently Asked Questions (FAQ)
- Customer Guide
- Contact Us
- Feedback
My Equinix Contacts

- You can view the following Equinix contacts assigned to your organization:
  - Account Manager
  - Billing Contact
  - Sales Engineer
  - Implementation Manager or Client Services Manager if applicable

- You will be shown all of the accounts from your organization that you have access to. Click the arrow next to the account number to show the contacts for that particular account.
User Documentation

Additional information about the portal and Equinix, including user guides, quick reference guides, the online Equinix customer guide and other order forms, can be found on the User Documentation page. Click the User Documentation link to see the list of documents available to help you.

- Click the Download [document name] link following each document to download a copy of the document to your computer. Documents are in Portable Document Format (PDF). You need Adobe Acrobat Reader to open PDF files. If you need a copy of Adobe Acrobat Reader, you can obtain one at no charge from http://get.adobe.com/reader/.
FAQ

If you have a question about the portal, the answer may be in the FAQs. Click the FAQ link to view the list of questions and answers.
Customer Guide

This menu link will open the Equinix Customer Guide website in a new window. In this guide you may view the policies, procedures and other information pertinent to your IBX locations.

- Click on your continent/region
- Choose your country
  - Select the language you wish to use
- Read about the IBX locations, destination highlights, policies and procedures, and other important information.
## Contact Us

Find the contact information for the help desk in your region/country on this page.

<table>
<thead>
<tr>
<th>Region</th>
<th>Service Desks</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>+1.966.429.4949</td>
<td><a href="mailto:support@equinix.com">support@equinix.com</a></td>
</tr>
<tr>
<td>Germany</td>
<td>+49.1.896.048.556</td>
<td><a href="mailto:servicedesk.de@eu.equinix.com">servicedesk.de@eu.equinix.com</a></td>
</tr>
<tr>
<td>Switzerland (Geneva)</td>
<td>+41.22.518.07.20</td>
<td><a href="mailto:servicedesk.ch@eu.equinix.com">servicedesk.ch@eu.equinix.com</a></td>
</tr>
<tr>
<td>Netherlands</td>
<td>+31.20.846.0.115</td>
<td><a href="mailto:servicedesk.nl@eu.equinix.com">servicedesk.nl@eu.equinix.com</a></td>
</tr>
<tr>
<td>Taiwan</td>
<td>+886.2.275.3711</td>
<td></td>
</tr>
</tbody>
</table>

**Social Networks**
- [Equinix on Facebook](#)
- [Equinix on Twitter](#)
- [Equinix on LinkedIn](#)
- [Equinix on YouTube](#)
**Feedback**

If you have comments or questions about the portal, click the Feedback link to open a form where you can enter your comments.

- Select the **Feedback Type** that best represents your question or comment. Choices are:
  - Customer Portal
  - IBX
  - Services
  - Other

- Enter a **Subject** for your question or comment.

- Type your **Comments** in the free-text box provided.

- **Attachments**
  - You may upload supporting documents for the request by clicking the ✆️ **Upload File** link. A maximum of five files no more than 2MB in size may be uploaded for each request. The valid file types for upload include .jpg, .jpeg, .pdf, .doc, .docx, .xls, .xlsx, .vsd, and .txt

- Click the **Submit Feedback** button.
9. Portal Logout

To end your portal session:

- Click the **Log Out** link found in the User Tool Panel in the top right hand corner of your page.

Upon logout, the portal erases your login information from your local machine. You must enter your username and password each time you log in unless you have requested to have your username remembered on your machine by the portal.
10. Equinix Customer Portal Permissions

The following permissions are available on the Equinix Customer Portal.

Please note that a user’s permissions are limited to those that have been granted to him/her by their organization’s Client Administrator.

<table>
<thead>
<tr>
<th>Permission</th>
<th>Availability for Users</th>
<th>Availability for Admins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Users (Invite/Add/Delete Users and Modify User Permissions)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Portal Access:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place IBX Access Services (Work Visits, Security Access, Conference Rooms, Tour Requests)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Order Inbound/Outbound Shipments</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Place Cross Connect Orders</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Place Smart Hands Orders (Including Accessories)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Request Power</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View All Users’ Requests</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>IBX Datacenter Access (Allows User to Physically Enter an Assigned IBX Location)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View Billing and Payment Statements</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Notifications (Allows User to View and Subscribe to IBX or Network Notifications for Selected IBXs)</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>