

AtlasEdge Portal User Guide

July 2025



Introduction

Welcome to the Customer Portal

This handbook is designed to help you navigate across the AtlasEdge Customer Portal.

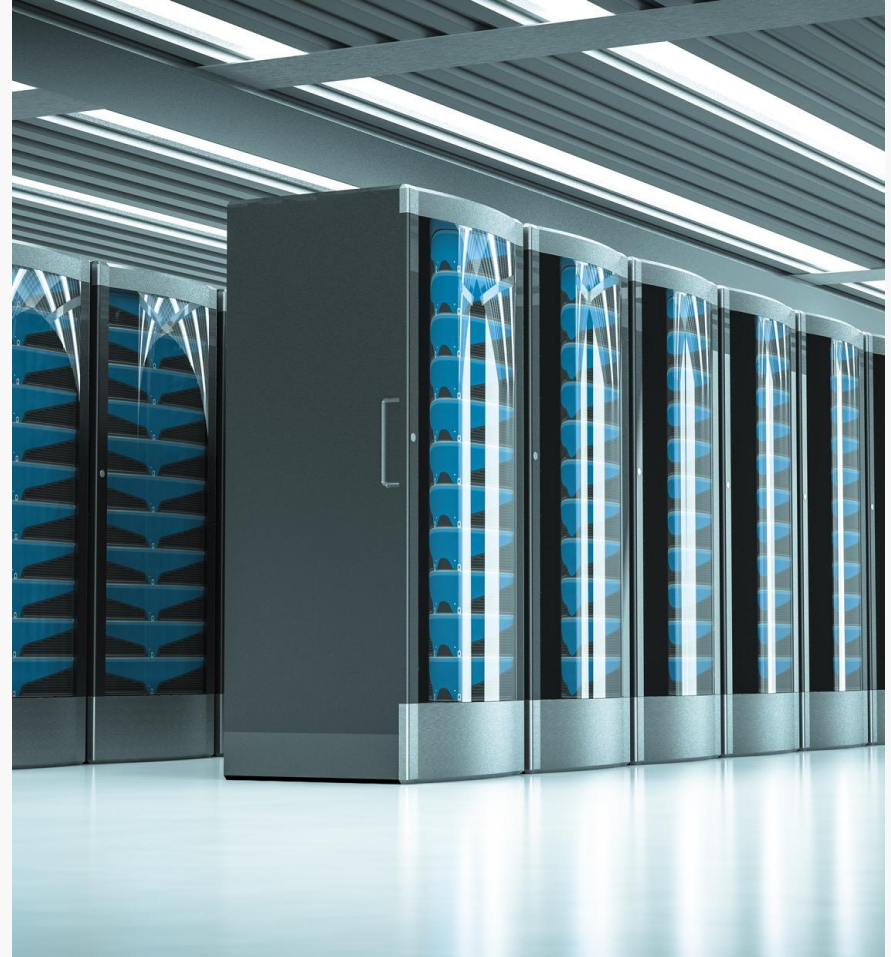
As you start using the Customer Portal, you might come across certain fields where you are unsure what information we are requesting, for example when raising a sales order. If that is the case, please have a look at our Field Explanation page [here](#).

If you ever need further assistance, please do not hesitate to reach out to our service teams.



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I. Access to Customer Portal

The Customer Portal is a self-serve portal designed to improve customer experience via a single easy to use interface.

As a primary contact, you will receive a Welcome Pack with specific details around the onboarding of your service from the site team and a confirmation of your account set up in the AtlasEdge Customer Portal. On the next business day, you will be able to request:

- Temporary Access (Escorted/Unescorted Visit)
- Delivery and Collection
- Cross Connects
- AtlasEdge Assist
- Manage Access Permissions
- General Queries

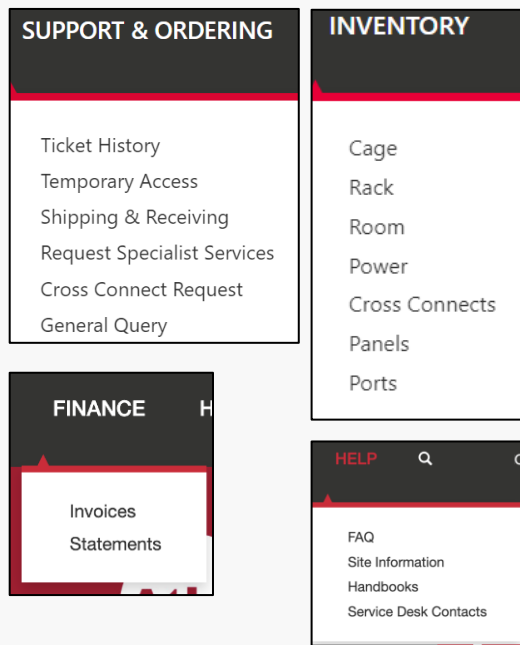
<https://my.atlasedge.com>

Visit the Customer Portal at <https://my.atlasedge.com> to start:

1. When users are granted portal access, an automated email will be sent with a registration link and an embedded code
2. Users will be taken to the portal where they will choose a username and password
3. Subsequent logins will require just the username and password

The screenshot shows the AtlasEdge Customer Portal login interface. At the top, there is a dark header with the AtlasEdge logo on the left and 'HELP' and 'SIGN IN' links on the right. Below the header, there are two buttons: 'Sign in' (with a red arrow icon) and 'Redeem invitation'. Underneath these buttons, it says 'Sign up with an invitation code'. There is a text input field for the invitation code, which contains a long alphanumeric string. Below the input field is a red 'Register' button. At the bottom of the page, there is a dark footer with the AtlasEdge logo, the email 'contact@atlasedge.com', and a 'POWERED BY CARMA' logo.

2. Homepage after Login



The menu across the top of the Customer Portal is designed for easy navigation and has several menus including:

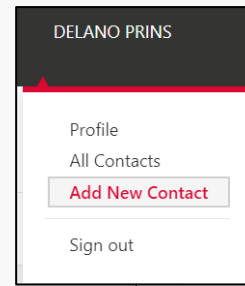
- **Support & Ordering:** Ticket History, Temporary Access, Shipping and Receiving, Specialist Services, Cross Connects and General Query
- **Finance:** Viewing Invoices and Statements
- **Inventory:** Viewing assets
- **Help:** FAQ, Site Information, Handbooks and Service Desk Contacts
- **Your Name:** Access to Authorised Contacts List and your profile setting

3. Add Contacts 1/2

It is the customers obligation to ensure the contact list is updated and correct. This makes sure that only authorised contacts are allowed to enter your cabinets and request work on your behalf.

1. Select your profile and add new contact
2. Fill in the information at Contact Details:
 - Fill in the contact information
 - Select Business emails to receive updates on the Portal
 - Select Maintenance emails to receive Incident and Maintenance (change) notifications
 - Select the right permissions:
 - Customer Account Admin: Add or change contacts and permissions for other users in the portal
 - Portal User Access: Access to the portal
 - Finance Access: Access to the Finance section at the portal
 - Request Temp. Access: Request temporary access for themselves or others
 - Can Open Tickets: Request specialist service and shipping tickets
 - All Space Access: Access to all your spaces in the data centre (see next slide)

3. Click next



Contact Details

Access

Review

Contact Information

Account *
AtlasEdge Demo Account Ltd

Business Emails
☐ Allow ☒ Do Not Allow

First Name *
Test

Maintenance Emails
☐ Allow ☒ Do Not Allow
(Notification for maintenance or incidents)

Last Name *
Test

Email *
3rdparty@construction.com

3rd Party Company
Constructor

Business Phone
06123456

Government ID Number
0123456

Mobile Phone
06654321

Customer Account Admin
☒ No ☐ Yes

Request Temp Access
☐ No ☒ Yes

Portal User Access
☐ No ☒ Yes

Can Open Tickets
☐ No ☒ Yes

Finance Access
☒ No ☐ Yes

All Space Access
☒ No ☐ Yes

3. Add Contacts 2/2

4. Fill in the information at "Access"

- If the person does not have access to all sites select the specific Racks, Cages and Rooms by clicking on "Add Rack Access", "Add Cage Access" or "Add Room Access". Once you click on the "add" section a list of your racks, cages or rooms will appear that you can choose from. It is possible to change this over time.
- Click Next

5. Review the information and select Create Contact

NOTE: Please ensure that there are no duplicate contacts in Carma!

Access

Account *

AtlasEdge Demo Account Ltd

Permanent Access - Racks

Add Rack Access

Primary Name ↑	Site ↑	Floor ↑	Room ↑	Cage ↑	Account
Demo Rack1 in Cage 1	Demo Site		Demo Data Hall 1	Demo Site Cage 1	AtlasEdge Demo Account Ltd

Permanent Access - Cages

Add Cage Access

Primary Name ↑	Site	Floor	Account	Status ↑
Demo Site Cage 1	Demo Site		AtlasEdge Demo Account Ltd	Active

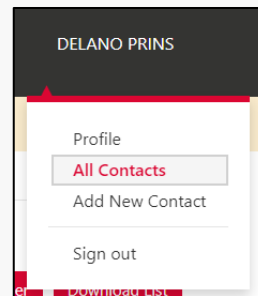
Permanent Access - Rooms

Add Room Access

Primary Name ↑	Site	Floor	Account	Status ↑
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4. View and change contacts and permissions

1. Select your profile and all contacts
2. Select the contact you want to view or change
3. Make changes to accounts and select save or create access requests



Portal - User Permissions

Account: AtlasEdge Demo Account Ltd

Search

Add User Download List

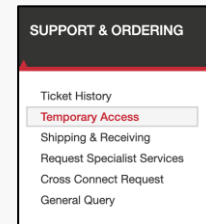
Full Name	Account	Email	Badge Access	Portal Admin	Portal Access	Create Ticket	Req. Physical Access	All Space Access	Finance Access	Bulk Emails	Business Emails	Main Email
test test	AtlasEdge Demo Account Ltd	test@test.com	No	Yes	Yes	Yes	Yes	No	No	Do Not Allow	Do Not Allow	Do Not Allow
Test Test	AtlasEdge Demo Account Ltd	3rdparty@construction.com	No	No	Yes	Yes	Yes	No	No	Do Not Allow	Do Not Allow	Do Not Allow
Terrance Walker	AtlasEdge Demo Account Ltd	twalk@excel.edu2	No	No	No	No	No	No	No	Do Not Allow	Do Not Allow	Do Not Allow

5. Logging tickets

In the **Support and Ordering** section you will find:

- **Ticket History:** See the complete ticket history by account.
- **Temporary Access:** Select Temporary Access to grant a person access to the Data Centre. Please click [here](#) for more information.
- **Shipping and Receiving:** Select Shipping and Receiving for entering information on items that are being shipped to the Data Centre, please click [here](#) for more information.
- **Request Specialist Services:** Please click [here](#) for more information.
- **Cross Connect:** Please see click [here](#) for more information.
- **General Query:** Select General Query, to send a message to a business area e.g., Finance, Sales, Operations, Legal etc.

NOTE: When requesting any of the services, please make sure you select the relevant account from the drop-down menu.



A separate Ticket is required for each visitor.
Click [here](#) to quickly add a contact for temporary access requests. Customer Admins can create a new contact and grant portal permissions [here](#).
Government ID must be presented onsite for access to be granted.

Order Type *
Access

Requestor *
Giorgio Olivani

Account *
AtlasEdge Demo Account Ltd

Visitor *

Service Order Title *
Access Request

Site *

Asset Type *

Lookup records

Search

Choose one record and click Select to continue

Full Name	Email	Business Phone	Account	City	Add
Adrian Searle	adrian.searle@atlasedge.com		AtlasEdge Demo Account Ltd	Barton Courtenay	1:1
Atlas Child	child@atlasedge.com		AtlasEdge_Child	fuggledids	
Atlasedge_Child2	child2@atlasedge.com		AtlasEdge_Child2		

1 2

Select Cancel Remove value

6. Shipping & Receiving

To request a parcel delivery to the Data Centre:

1. Select Support & Ordering in the menu and select Shipping & Receiving
2. Select the relevant Account
3. Create a Service Order Title
4. Select the relevant site
5. Select the direction (incoming or outgoing)
6. Optionally, fill in Customer Ref # and Purchase Order #
7. Fill in the additional notes that are being asked for
8. Click Next
9. Select the recipient
10. Fill in the courier
11. Fill in tracking number and delivery date
12. Select if a signature is required
13. Select Submit

*Please note that if the parcel is not picked-up within the first 5 days a storage fee will be charged. In case of deliveries exceeding 20 kg, parcel movements must be carried out by the customer to avoid incurring additional payments

SUPPORT & ORDERING

- Ticket History
- Temporary Access
- Shipping & Receiving**
- Request Specialist Services
- Cross Connect Request
- General Query

Shipping Info Shipping Confirmation

Account *
AtlasEdge Demo Account Ltd

Requestor *
Delano Prins

Service Order Title *
Parcel arriving at Demo Site

Site *
Demo Site

Direction *
Incoming

Customer Ref #
012345

Purchase Order #
012345

Please add additional notes to help our onsite team complete your request.

Package Content Description: Test
Weight(kg) - Max 20 kg: 13 kg
Dimensions (l,w,h) 1,50 Length, 2,00 With 2,00 Height

The goods will be stored in the warehouse, it will be charged daily rate any time exceeding 24 hours unless otherwise agreed in the contract.

Next

Shipping Info Shipping Confirmation

Account *
AtlasEdge Demo Account Ltd

Requestor *
Delano Prins

Service Order Title *
SE-23-22634: Parcel arriving at Demo Site

Site *
Demo Site

Action
Incoming

Recipient
Delano Prins

Courier *
DHL

Tracking Number *
DHL0123

Expected Delivery Date *
21/12/2023

Signature Required
☐ No ☒ Yes

Cancel Previous Submit

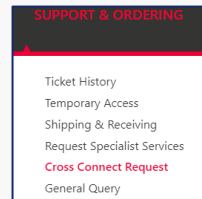
7. Cross Connects (1/2)

To request a Cross Connect:

1. Select Support & Ordering in the menu and select Cross Connect Requests
2. Select the relevant Account
3. Select the Cross Connect Fibre Pair or UTP Product
4. Select the relevant Site
5. Fill the details in (see table on the right)
6. Submit a Letter of Authority (LoA) that is signed by the B side account. This document usually contains the B side port

Fill in the following information at details:

- A Side Rack
- A Side Connector type (RJ45, LC-PC, SC-PC etc.)
- Media Type (Fibre MM, Fibre SM, Copper)
- Port Type (Mono Fibre, Bi-Fibre or Copper)
- B Side Account/Company
- B Side Rack
- B Side Connector (RJ45, LC-PC, SC-PC etc.)



A screenshot of the 'CROSS CONNECT ORDER' form in the Atlas Edge portal. The form has three tabs: 'Order Information' (active), 'Details', and 'Review'. The 'Order Information' tab contains the following fields:

- Account ***: AtlasEdge_Child
- Requestor ***: Giorgio Olivari
- Service Order Title ***: Cross Connect Request
- Site ***: Atlas_Child_Test
- Action ***: (empty dropdown)
- Requested Completion Date ***: DD/MM/YYYY
- Customer Ref #**: (empty text box)
- Customer CID**: (empty text box)

 At the bottom of the form is a red 'Next' button.

A screenshot of the 'CROSS CONNECT ORDER' form in the Atlas Edge portal, showing the 'Details' tab. The form has three tabs: 'Order Information', 'Details' (active), and 'Review'. The 'Details' tab contains the following fields:

- Product ***: Cross connect - Fibre Pair or UTP (MRC)
- Product description**: Please supply as much detail as possible in the box below or as an attached document. For all requests please supply A Side Rack, A Side Connector Type, Media Type, Port Type (Copper, Mono Fibre or Bi-Fibre). For Cross Connect requests please also supply B Side Company Name, B Side Rack, B Side Connector Type. For Customer Cabinet Patch please specify the ports and equipment location you require connecting to.
- Details text area**: A side Rack: XXX, A Connector Type: XXX, Media Type: XXX, Port Type: Bi-Fibre, Company Name: Company Company Inc., B side Rack: XXX, B Connector Type: XXX.
- Footer**: In order to receive this Service, a Customer must provide an LoA in PDF on letterhead paper with full Cross Connect demarcation details. There are no folders or files to display.

 At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next'.

7. Cross Connects (2/2)

After the Cross Connect is requested the following will happen:

- One of our implementation managers will reach out to confirm the request and price that comes with the cross connect request.
- Once the price is accepted our implementation manager will check if there are ports available.
- If there are no ports available and pre-cabling is needed the implementation manager will reach out again to discuss the options.

For more information about pre-cabling click [here](#)

8. Cabinet Patch & Pre-Cabling

To order a Cabinet Patch:

1. Select Support & Ordering and select Cross Connects
2. Select the relevant Account and Site
3. Select the Customer Patch Product
4. Fill in the following details:
 - Rack and Port No/Location
 - Cable and connector type
 - Equipment to connect details and location

CROSS CONNECT ORDER

Order Information ☒ Details ☐ Review ☐

Product *

Customer Cabinet Patch

Please supply as much detail as possible in the box below or as an attached document. For all requests please supply: A Side Rack, A Side Connector Type, Media Type, Port Type (Copper, Mono Fibre or Bi-Fibre). For Cross Connect requests please also supply: B Side Company Name, B Side Rack, B Side Connector Type. For Customer Cabinet Patch please specify the ports and equipment location you require connecting. *

Rack: A45
Port Number/Location: 12/G
Cable and Connector type: Bi Fibre / RJ45

In order to receive this Service, a Customer must provide an LOA in PDF on letterhead paper with full Cross Connect demarcation details.

Add files

To order a Pre-Cabling package:

1. Select Support & Order and select Cross Connects
2. Select the relevant Account and Site
3. Select the Pre-Cabling product you require
4. Fill in the following details:
 - A side Rack
 - A Side Connector type
 - Media Type
 - Port Type

CROSS CONNECT ORDER

Order Information ☒ Details ☐ Review ☐

Product *

Pre-cabling Bulk Single / Multi Mode Fibre Pairs - 06

Please supply as much detail as possible in the box below or as an attached document. For all requests please supply: A Side Rack, A Side Connector Type, Media Type, Port Type (Copper, Mono Fibre or Bi-Fibre). For Cross Connect requests please also supply: B Side Company Name, B Side Rack, B Side Connector Type. For Customer Cabinet Patch please specify the ports and equipment location you require connecting. *

A RACK: A45A
Side Connector type: LC-PC
Media Type: Fibre
Port Type: Bi-Fibre

In order to receive this Service, a Customer must provide an LOA in PDF on letterhead paper with full Cross Connect demarcation details.

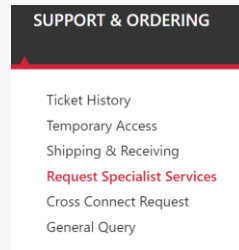
Add files

9. Cross Connect Fault Fix (1/2)

What to do if there is a Cross Connect Fault:

1. In the portal go to Support & Ordering and select Request Specialist Services
2. Select the right account and site
3. Select Rack at Service Location
4. Select Device Status Observation at Service Description.
5. Select the Priority as P1 and AtlasEdge Assist Rapid Response as Product
6. Select the Requested Completion Date
7. Optionally select Customer Ref, Purchase order or CID
8. Click Next

Go to the next slide for next steps



Order Information		Details	Review
Account * <input type="text" value="AtlasEdge Demo Account Ltd"/>	Priority * <input type="text" value="P1"/>		
Requestor * <input type="text" value="Delano Prins"/>	Product * <input type="text" value="AtlasEdge Assist (Rapid Response)"/>		
Service Order Title * <input type="text" value="Service Request"/>			
Site * <input type="text" value="Demo Site"/>			
Service Location * <input type="text" value="Rack"/>			
Service Description * <input type="text" value="Device Status Observation"/>			
		Customer Ref # <input type="text"/>	
		Purchase Order # <input type="text"/>	
		Customer CID <input type="text"/>	

9. Cross Connect Fault Fix (2/2)

What to do if there is a Cross Connect Fault:

9. Add the Detail section fill in the following details:

- XC ID
- Rack ID
- Hall ID
- Panel ID & Panel Ports position
- Equipment ID & Equipment port position
- Media Types (Fibber or Cooper)

10. Click Next

11. At the Review page review the information and click submit

Order Information ✓
Details
Review

Account *
AtlasEdge Demo Account Ltd

Site *
Demo Site

Service Order Title *
SE.24-25392: Service Request

Service Location
Rack

Service Description
Device Status Observation

Product
AtlasEdge Assist (Rapid Response)

Asset

Please add any additional notes to help our onsite team complete your request

XC ID
Rack ID
Hall ID
Panel ID & Panel Ports position
Equipment ID & Equipment port position
Media Types (fibber or Cooper)

Order Information ✓
Details ✓
Review

Please review your Service Request. Your request will not be complete until you click the submit button at the bottom of the page.

Account *
AtlasEdge Demo Account Ltd

Service Location
Rack

Requestor *
Delano Prins

Service Description
Device Status Observation

Service Order Title *
SE.24-25392: Service Request

Product
AtlasEdge Assist (Rapid Response)

Site *
Demo Site

Customer CID

Customer Ref #

Purchase Order #

Asset

Please add any additional notes to help our onsite team complete your request

XC ID
Rack ID
Hall ID
Panel ID & Panel Ports position
Equipment ID & Equipment port position
Media Types (fibber or Cooper)

I0. Specialist Services (I/3)

Specialist Services include

- **AtlasEdge Assist Scheduled:** Planned work, the ticket will be actioned with a business day notice during regular business hours.
- **AtlasEdge Assist Rapid Response:** Regarded as urgent, the ticket will be actioned with a 4-hour notice, 24/7.
- **Basic Audit:** Submit audit questions in form of a questionnaire and get them answered by our compliance team.
- **Comprehensive Audit:** A full audit including optional site visits, in person meetings, and a detailed report.
- **Other Requests:** For items not listed, such as waste disposal, removal and recycle of equipment.
- **Service Reporting** Order this to receive a data centre performance and/or access report.

For more details regarding these services, please refer to your Service Level Agreement, Service Definition, and Customer Service Manual.

10. Request Specialist Services (2/3)

To submit a request for AtlasEdge Assist, select Support and Ordering and then click on the Request Specialist Services menu. On the Order Information Tab, you will need to:

1. Select the Account and Site where you wish the work to be carried out
2. Select a Service Location to specify the location where the work should be carried out e.g. Cage, Rack, Power Circuit
3. Select from the Service Description drop down what tasks you need carried out e.g. media device/tape change, device observation, push a button or toggle a switch
4. Select the type of Product you require e.g. AtlasEdge Assist - Scheduled
5. Enter the Requested Completion Date. Please fill this in as specific as possible.
6. Customer Reference Number and Customer CID are available for tracking purposes
7. Click Next

REQUEST SPECIALIST SERVICES

Order Information Details Review

Account *
AtlasEdge Demo Account Ltd

Requestor *
Giorgio Olivari

Service Order Title *
Service Request

Site *
Demo Site

Service Location *
Site

Service Description *
Push a Button or Toggle a Switch

Priority *
P3

Product *
[Empty]

Requested Completion Date
DD/MM/YYYY

Customer Ref #
[Empty]

Customer CID
[Empty]

10. Request Specialist Services (3/3)

On the Details tab:

1. Select the specific asset type i.e., Cage, Rack, Room Power Circuit from the search to identify exactly what asset needs AtlasEdge Assist
2. The Additional Notes section will have been pre-populated by your Service Description request and will need all fields entered to ensure the AtlasEdge Assist request can progress
3. Select Next to review your entries and then select Submit AtlasEdge Assist will be billed on an hourly basis plus increments of 15 minutes based on the rates in your Services Order Form.
4. Add any other relevant information in the details tab.
5. Once finished, click on next, review the information and click Submit.

AtlasEdge
BY THE WAY

SUPPORT & ORDERING INVENTORY FINANCE HELP Q DEMO USER

HOME > REQUEST SPECIALIST SERVICES

REQUEST SPECIALIST SERVICES

Order Information ✓ Details Review

Service Order Title *
E-22-01452: Service Request

Asset Type
Rack

Rack
[Search]

Please add any additional notes to help our onsite team complete your request

Attach documents to your request

Add files New folder

AtlasEdge
BY THE WAY

SUPPORT & ORDERING INVENTORY FINANCE HELP Q DEMO USER

HOME > REQUEST SPECIALIST SERVICES

REQUEST SPECIALIST SERVICES

Order Information ✓ Details Review

Please review your Service Request. Your request will not be complete until you click the submit button at the bottom of the page.

Requester *
Demo User

Account *
Alt Test Account

Service Order Title *
E-22-01452: Service Request

Product
Other Request

Site *
Princes Court

Requested Completion Date
08/09/2022

Asset Type
Rack

Customer Order #
[Empty]

Service Description
Other

Customer CID
[Empty]

Rack
[Search]

Please add any additional notes to help our onsite team complete your request

Attach documents to your request

Add files New folder

11. Review your Tickets Status

The status of any Service Requests you have submitted can be checked via the portal.

1. Select Support & Ordering
2. Select Ticket History
3. Select the relevant Account
4. Select the ticket title and click to view the ticket details
5. In case you would like to additional information, scroll down screen to view or add a comment

HOME > TICKET HISTORY

TICKET HISTORY

Account: AtlasEdge Demo Account Ltd [Download List](#)

Title	Created ↓	Site	Requestor	Category	Action	Status	Account	Customer Ref #	Customer CID	
SE.23-06467: Visit to Demo Site	07/07/2023 01:53 PM	Demo Site	Adrian Searle	Access		Draft	AtlasEdge Demo Account Ltd			▼
SE.23-06454: Access Request	28/06/2023 08:47 AM	Demo Site	Adrian Searle	Access	Install	Completed	AtlasEdge Demo Account Ltd	jgdqdg		▼
SE.23-06453: demo so	28/06/2023 08:45 AM	Demo Site	Adrian Searle	Access	Install	Cancelled	AtlasEdge Demo Account Ltd			▼
SE.23-06452: demo so	28/06/2023 08:40 AM	Demo Site	Adrian Searle	Interconnect	Install	In Progress	AtlasEdge Demo			▼

12. Review your Invoices

To view your invoices, select the Finance menu at the top and select View Invoices. After selecting the relevant account, you will then see a list of invoices which can be sorted by clicking on the titles:

- Name
- Invoice ID
- Transaction Date
- Total NRC* Amount
- Total MRC** Amount

You can click on an individual invoice line to bring up the invoice details. It is possible to download the invoice.

* NRC = Non-recurring charges

** MRC = Monthly-recurring charges

13. FAQ Page

Frequently Asked Questions:

The FAQ Page offers self service help on how to use the customer portal and is located under the Help menu.

The FAQ page is available whether the user is logged in or not.

At the bottom of the FAQ page there are 2 links to instruction videos for portal users and how to submit an access request.

Atlas Edge
DATA CONTAINER

HELP SIGN IN

HOME > FAQ

FAQ

Invalid Login message

- Use "Forgot your password?" to submit your email address for password reset. If you do not receive an email with reset instructions, [Contact Us](#).

I am logged in to the Portal, but there are no actionable Options. All I can access is the home page and my profile.

- Contact your Customer Admin or Atlas Edge to confirm your permissions

Lookups: No assets appear in the list

- Confirm the appropriate selection has been made for "Asset Type."
- If the "Asset Type" is correct and still no assets appear, contact Atlas Edge.

Receive a portal comment notification, but the comment doesn't appear?

- You're quick on the draw! Portal Comments added by Atlas Edge can take up to 5 minutes to appear in the portal record.

I submitted a portal request, but I don't see it in the list of Service Orders.

- Confirm that you are clicking the Submit button on the bottom of the Service Order request. When a Service Order is successfully submitted, you'll receive a banner notification and an email.

I need to grant or remove Portal Access for other Users in my organization. How do I become a Portal Admin?

- [Contact Us](#) to request Portal Admin privileges.

I'm a Portal Admin. How do I assign permissions to other portal users in my Account?

[Watch the video here.](#)


How do I submit an access request?

[Watch the video here.](#)

Atlas Edge
DATA CONTAINER

contact@atlasedge.com

14. Service Desk Contact Details

						
Country	0	1	2	3	4	5
	Level 1-5 Atlas Edge Escalation Contact Matrix					
	Service Desk phone number (24x7)					
AT	800 018066 / +43 1 3950657011	Service Desk Manager	Functional Manager (Implementation, incident, NOC)	Head Services Operations	Operations director per country / region	VP Operation
BE	0800 75 609 / +32 2 897 83 59					
CH	0800 140 304 / +41 43 216 34 08					
DE	0800 627 3157 / +49 30 16637049					
DK	80 25 38 15 / +45 88 74 15 12					
ES	900 804 576 / +34 936 06 53 30					
FR	800 694 148 / +39 02 0062 4791					
IT	800 694 148 / +39 02 0062 4791					
NL	0800 022 2408 / +31 20 399 1123					
UK	0800 538 5130 / +44 20 4526 5537					

Please contact us if you have any questions:

- For customer service please email: servicedesk@atlasedge.com
- For billing enquiries please email: billing@atlasedge.com

Thank you

Appendix Field Explanation 1/3

What are we asking for in fields at the Customer Portal?

Field	Explanation
Account * <div>AtlasEdge Demo Account Ltd</div>	Select the account that you want work to be carried out for.
Requestor * <div>Delano Prins</div>	This is pre-populated. Whoever makes the request will be listed here.
Service Order Title * <div>Service Request</div>	Here you can give you service order a title, sometimes this is pre-populated but it is always possible to adjust this title before you submit the request.
Site * <div>Demo Site</div>	Select the site where you want the work to be carried out from the scroll down menu. Only your active sites will be available for choosing.
Service Location * <div>Rack</div>	Select the location or asset you want to work to be carried out. You can choose from Site, Room, Cage, Rack, or Power Circuit.
Service Description * <div>Media/Tape Change</div>	Here you can select what kind of service you need. There is a scroll down menu where you can select the right service for your request.

Appendix Field Explanation 2/3

What are we asking for in fields at the Customer Portal?

Field

Explanation

Priority *

P3 ▼


Select the priority on urgency. P1 is the highest priority and P4 the lowest. P1 is priced at a higher rate than P2, P3 and P4.

Product *

Other Requests ▼

Here you can select the product or service you need. Select the right product from the scroll down menu.

Requested Completion Date *

DD/MM/YYYY 

latest or exact date (depending on the description) on which you want the request to be carried out.

Customer Ref #

This is for your internal tracking purposes.

Purchase Order #

If your specialist service request is linked to a purchase order, please note that here so.


Customer CID

This is for your tracking purposes. Customer CID stands for Google's Customer ID (for customers using Google).

Appendix Field Explanation 3/3

What are we asking for in fields at the Customer Portal?

Field

Asset


Please add any additional notes to help our onsite team complete your request
Device:
Port or Tray:
Media Description / Label:
Special Instructions:|

Explanation

Depending on the product or service, and the location you choose, you might need to fill in an Asset. This could for example be a cage or rack. If you select box below asset and press enter a menu will appear with the assets, you can choose from.

Depending on the service or product you choose, we need some requirements to be able to action your request. Please fill in all information that is being asked for to ensure the request can be fulfilled. You can also add additional information here below the pre-populated text.