

AtlasEdge Portal User Guide

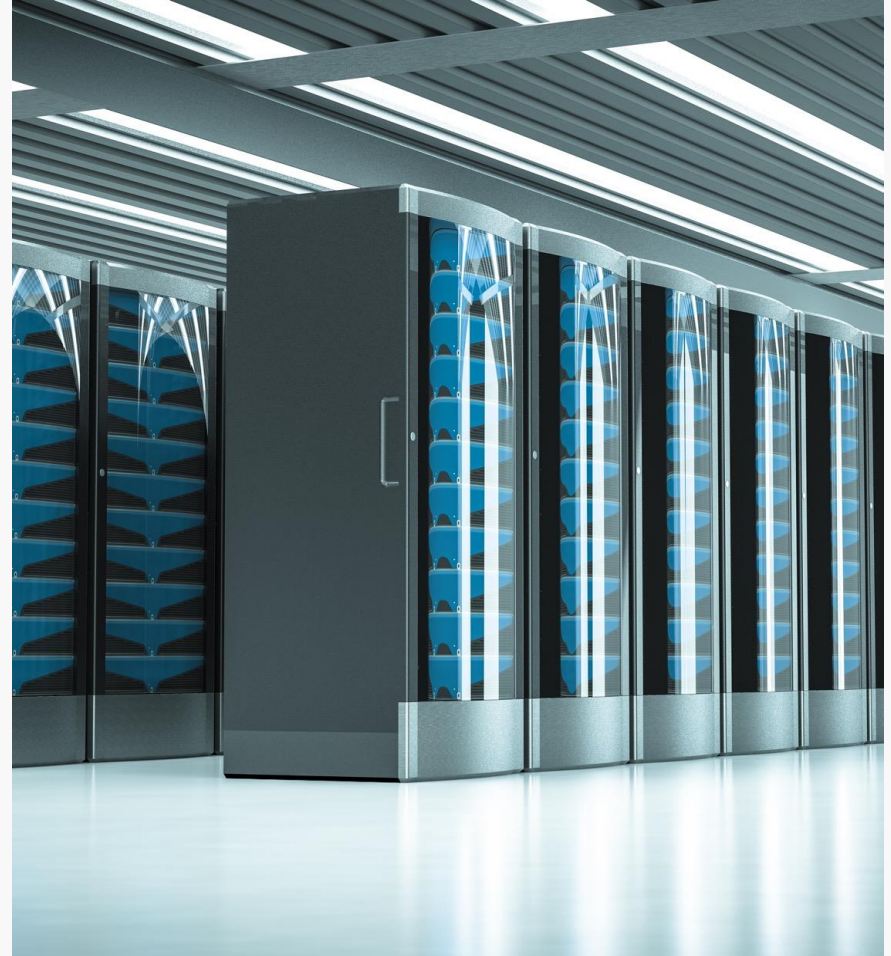


January 2024



Portal User Guide

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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.

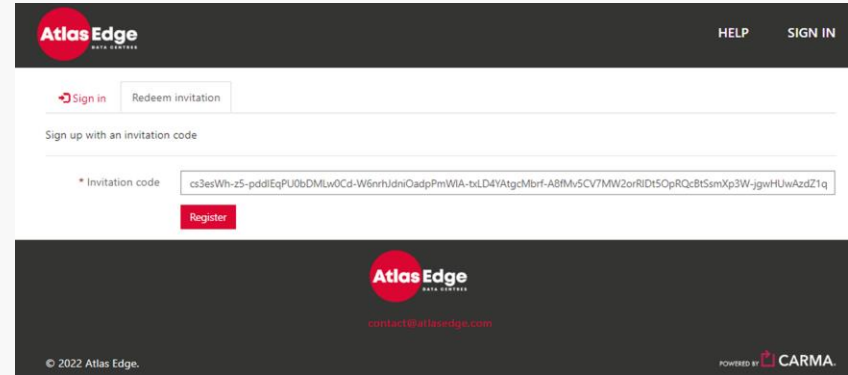
As a primary contact, you will receive a Welcome Pack with specific details around the onboarding of your service from the site team and a confirmation of your account set up in the AtlasEdge Customer Portal. On the next business day, you will be able to request:

- 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



2. FAQ Page

Frequently Asked Questions:

- The FAQ Page offers self service helps 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
- There are direct links to portal user videos In case you want to manages users or manage access requests

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.](#)

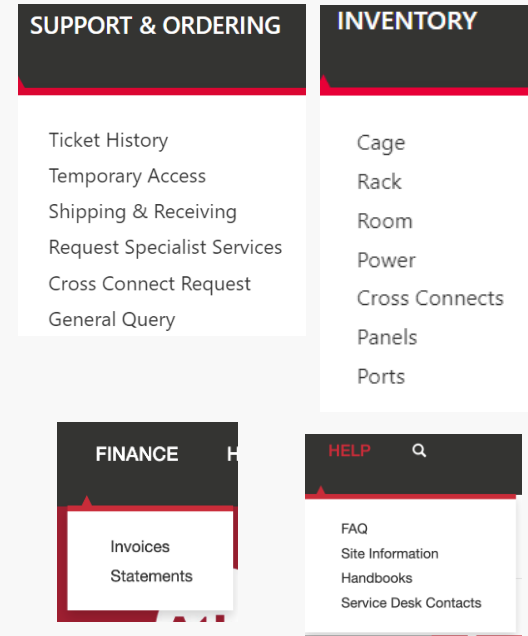
How do I submit an access request?

[Watch the video here.](#)

Atlas Edge
DATA CENTRALS

contact@atlasedge.com

3. Homepage after Login



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

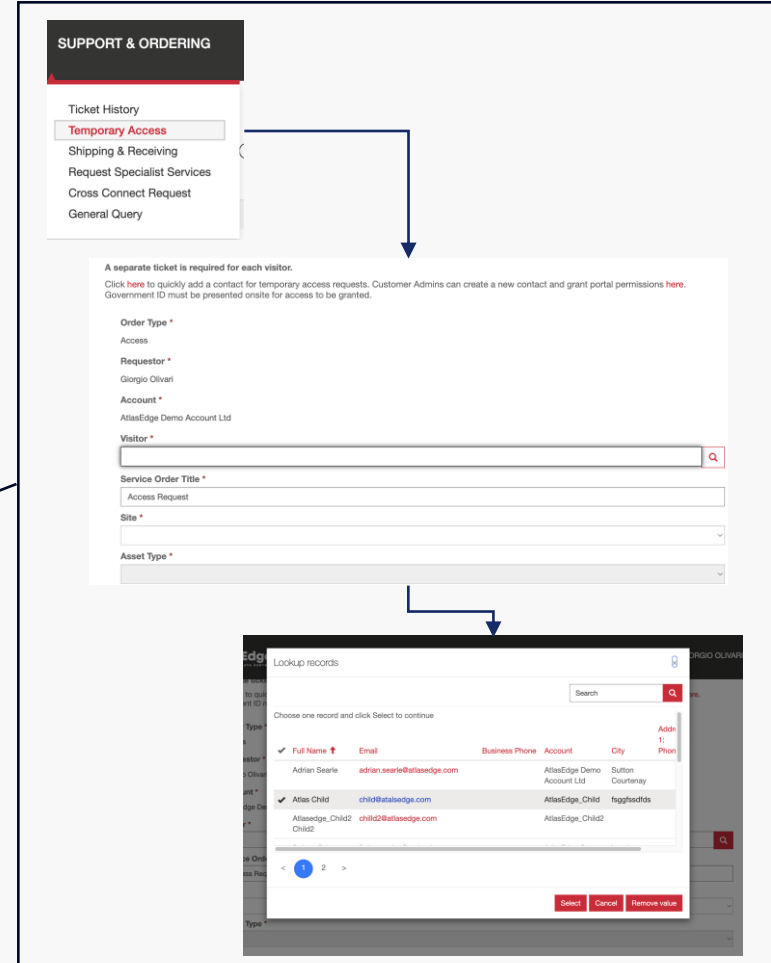
- **Support & Ordering:** Ticket History, Temporary Access, Shipping and Receiving, Specialist Services, Cross Connects and General Query
- **Finance:** Viewing Invoices and Statements
- **Inventory:** Viewing assets
- **Help:** FAQ, Site Information, Handbooks and Service Desk Contacts
- **Your Name:**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

5. Logging tickets

TIP! When accessing any of the services below, please make sure you select the relevant account from the drop-down menu.

In the “Support and Ordering” section you will find the following options:

- **Ticket History:** See the complete ticket history, by account.
- **Temporary Access:** Select “Temporary Access” to quickly add a user for access to a Data Centre (Permanent Access Permissions can be set on the Contact Record):
 - PARENT account users that can request physical access can request temporary access to other sites for users registered under a child account.
 - CHILD account users that can request physical access can only request temporary access to the site they are registered to.
- **Shipping and Receiving:** Select “Shipping and Receiving” for entering information on items being shipped to the Data Centre, by account (child or parent)
- **Cross Connect:** See next slides
- **General Query:** Select “General Query”, to send a message to a business area e.g., Finance, Sales, Operation, Legal etc.



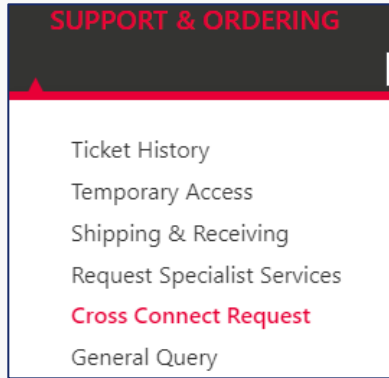
6. Cross Connects

To request a Cross Connect do the following:

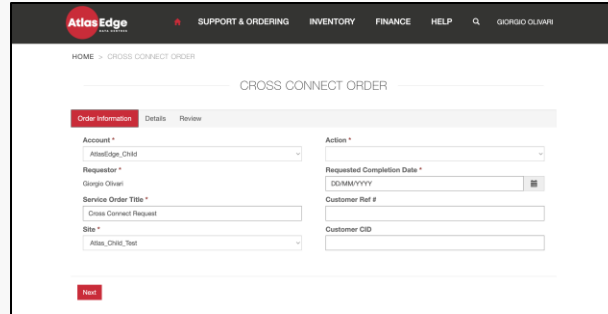
1. Select "Support & Ordering" in the menu and select "Cross Connect Requests".
2. Select the relevant Account
3. Select the "Cross Connect Fibre Pair or UTP" Product
4. Select the relevant Site
5. Fill the details in (see table on the right)
6. Submit a letter of Authority (LOA) that is signed by the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

Fill in the following information at details:

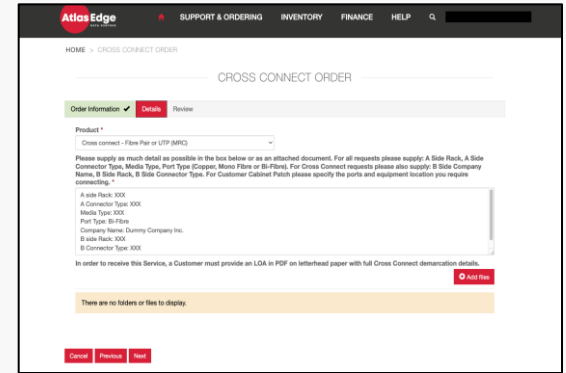
- a. A Side Rack
- b. A Side Connector type (RJ45, LC-PC, SC-PC etc.)
- c. Media Type (Fibre MM, Fibre SM, Copper)
- d. Port Type (Mono Fibre, Bi-Fibre or Copper)
- e. B Side Account/Company
- f. B Side Rack
- g. B Side Connector (RJ45, LC-PC, SC-PC etc.)



1



2



3

7. Cabinet Patch & Pre-Cabling

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:
 - a. Rack and Port No/Location
 - b. Cable and connector type
 - c. Equipment to connect details and location

Pre-Cabling

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. A side Rack
 - b. A Side Connector type
 - c. Media Type
 - d. Port Type

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](#)

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](#)

8. Request Specialist Services

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 an “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
6. “Customer Reference Number” and “Customer CID” are available for tracking purposes
7. Click “Next”

Specialist Services include: AtlasEdge Assist - Scheduled, AtlasEdge Assist – Rapid Response and Other Request.

1. “AtlasEdge Assist - Scheduled” is planned work, the ticket will be actioned with a business day notice during regular business hours.
2. “AtlasEdge Assist – Rapid Response” is regarded as urgent, the ticket will be actioned with a 4-hour notice, 24/7.
3. “Other Requests” are for items not listed, e.g. waste disposal, removal and recycle of equipment (A separate quote will be raised for these items).

8. Request Specialist Services

HOME > REQUEST SPECIALIST SERVICES

REQUEST SPECIALIST SERVICES

Order Information ✓ Details Review

Service Order Title * Asset Type

Rack

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

Attach documents to your request

[Add files](#) [New folder](#)

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.

<p>Requestor * Demo User</p> <p>Service Order Title * <input type="text" value="EE22-01452: Service Request"/></p> <p>Site * Princes Court</p> <p>Asset Type Rack</p> <p>Service Description Other</p> <p>Rack <input type="text"/></p>	<p>Account * AE Test Account</p> <p>Product Other Request</p> <p>Requested Completion Date <input type="text" value="08/09/2022"/></p> <p>Customer Order # <input type="text"/></p> <p>Customer CID <input type="text"/></p>
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Please add any additional notes to help our onsite team complete your request

Attach documents to your request

[Add files](#) [New folder](#)

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.

On the review tab check all details and then click “submit”.

9. Check your Tickets Status

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

To review a specific ticket:

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 additional information, scroll down screen to view or "add a comment"

HOME > TICKET HISTORY

TICKET HISTORY

Account: AtlasEdge Demo Account Ltd

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	jgdqdq	
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		

10. Review your Inventory

The status of your inventory can be reviewed by highlighting the “Inventory menu” at the top and selecting an item from the drop down, then select the relevant account.

Items include:

- Cage
- Rack
- Room
- Power
- Cross Connects
- Panels
- Ports

You can then select an individual item to bring up further details.

HOME > INVENTORY > CROSS CONNECTS

CROSS CONNECTS

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

Primary Name	Path Type	Account ↓	Connecting Account	Connection State	Description	Install Notes	Install Date
C-1044	Cross Connect	AtlasEdge Demo Account Ltd	AtlasEdge Demo Account Ltd	In Service			25/04/2023 04:39 PM
XC-1052	Cross Connect	AtlasEdge Demo Account Ltd	Demo_Telco	Draft			
C-1045	Cross Connect	AtlasEdge Demo Account Ltd	COLT Premium Network Services	In Service			25/04/2023 05:19 PM

II. 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 Recurring** 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

** Recurring = Recurring charges

HOME > INVOICES

INVOICES

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

Name	Invoice ID	Transaction Date	Total NRC Amount	Total Recurring Amount	Account
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There are no records to display.

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Service Desk Contact Details

Country	Telephone number
UK	0800 538 5130 // +44 20 4526 5537
DE	0800 627 3157 // +49 30 16637049
CH	0800 140 304 // +41 43 216 34 08
NL	0800 022 2408 // +31 20 399 1123
DK	80 25 38 15 // +45 88 74 15 12
FR	0800 916 468 // +33 1 89 19 55 43
IT	800 694 148 // +39 02 0062 4791
BE	0800 75 609 // +32 2 897 83 59
ES	900 804 576 // +34 936 06 53 30

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