EQUINIX CUSTOMER PORTAL ADMINISTRATOR FORM

➜ Please complete all fields and then forward the completed form via email to **Customer.Portal@eu.equinix.com**

Company Name: _____

Requestor Name: _____

Requestor Phone Number: (_____) _____

Requestor Email: _____

☐ **Yes, I have the required authorisation to create and manage Administrators for my company.**

ADMINISTRATOR PROFILE

1   Action: _____

*First Name: _____

*Last Name: _____

*Email: _____

* REQUIRED   NOTE: First and Last Name supplied must match your official photo ID.

*Work Phone: (_____) _____

Mobile Phone: (_____) _____

Inactivation Date: _____ / _____ / _____ (DD/MM/YYYY)

Comments:

IBX Adminstrator Rights	View Statement Permissions	IBX Access Permissions				Portal Access Permissions						Notification Permissions	
Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	Allow access to view payment information	Allow Physical Access	Remove Equipment	Bring Unregistered Guests	IBX POC	Order Basic Services	Shipments	Cross Connects	Smart Hands™	Power	View Service Request History	Incidents	Maintenance
	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All	☐ Yes All
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EQUINIX CUSTOMER PORTAL ADMINISTRATOR FORM

ADMINISTRATOR PROFILE

2 Action:

*First Name: _____

*Last Name: _____

*Email: _____

*Work Phone: (_____) _____

Mobile Phone: (_____) _____

Inactivation Date: _____ / _____ / _____ (DD/MM/YYYY)

Comments:

* REQUIRED   NOTE: First and Last Name supplied must match your official photo ID.

IBX Adminstrator Rights	View Statement Permissions	IBX Access Permissions				Portal Access Permissions						Notification Permissions	
Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	Allow access to view payment information	Allow Physical Access	Remove Equipment	Bring Unregistered Guests	IBX POC	Order Basic Services	Shipments	Cross Connects	Smart Hands™	Power	View Service Request History	Incidents	Maintenance
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EQUINIX CUSTOMER PORTAL ADMINISTRATOR FORM

ADMINISTRATOR PROFILE

3 Action:

*First Name: _____

*Last Name: _____

*Email: _____

*Work Phone: (_____) _____

Mobile Phone: (_____) _____

Inactivation Date: _____ / _____ / _____ (DD/MM/YYYY)

Comments:

* REQUIRED   NOTE: First and Last Name supplied must match your official photo ID.

IBX Adminstrator Rights	View Statement Permissions	IBX Access Permissions				Portal Access Permissions						Notification Permissions	
Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	Allow access to view payment information	Allow Physical Access	Remove Equipment	Bring Unregistered Guests	IBX POC	Order Basic Services	Shipments	Cross Connects	Smart Hands™	Power	View Service Request History	Incidents	Maintenance
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EQUINIX CUSTOMER PORTAL ADMINISTRATOR FORM

ADMINISTRATOR PROFILE

4 Action:

*First Name: _____

*Last Name: _____

*Email: _____

*Work Phone: (_____) _____

Mobile Phone: (_____) _____

Inactivation Date: _____ / _____ / _____ (DD/MM/YYYY)

Comments:

* REQUIRED   NOTE: First and Last Name supplied must match your official photo ID.

IBX Adminstrator Rights	View Statement Permissions	IBX Access Permissions				Portal Access Permissions						Notification Permissions	
Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	Allow access to view payment information	Allow Physical Access	Remove Equipment	Bring Unregistered Guests	IBX POC	Order Basic Services	Shipments	Cross Connects	Smart Hands™	Power	View Service Request History	Incidents	Maintenance
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EQUINIX CUSTOMER PORTAL ADMINISTRATOR FORM

ADMINISTRATOR PROFILE

5   Action:

*First Name: _____

*Last Name: _____

*Email: _____

*Work Phone: (_____) _____

Mobile Phone: (_____) _____

Inactivation Date: _____ / _____ / _____ (DD/MM/YYYY)

Comments:

* REQUIRED   NOTE: First and Last Name supplied must match your official photo ID.

IBX Administrator Rights	View Statement Permissions	IBX Access Permissions				Portal Access Permissions						Notification Permissions	
Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	Allow access to view payment information	Allow Physical Access	Remove Equipment	Bring Unregistered Guests	IBX POC	Order Basic Services	Shipments	Cross Connects	Smart Hands™	Power	View Service Request History	Incidents	Maintenance
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➡ If you need **more than 5 Administrators,** contact your local Equinix Service Desk at +49(0) 1805 049 555 or **Customer.Portal@eu.equinix.com**

FM-UK-DE ECPADM 2F2 AM-CL 1311

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HOW TO USE THIS FORM

This form allows you to tell us who you would like add to your company as Administrators. This form is also used for requesting modifications and de-activations of current Administrators.

ADMINISTRATOR PROFILE	First Name:	Enter the first name of this person. First name must match an official photo ID.
	Last Name:	Enter the last name (surname) of this person. Last name must match an official photo ID.
	E-mail:	Enter this person's email address.
	Work Phone:	Enter this person's office/work telephone number.
	Mobile:	Enter this person's mobile telephone number.
	Inactivation Date:	If you wish to control how long this person's account should remain active, enter an inactivation date. This person will have an active account with Equinix and be able to use our services until the inactivation date. You can leave this field blank if you wish this person to have permanent access to our services.
IBX ADMINISTRATOR RIGHTS	Which IBXs can this person manage users for? (Enter the IBX Ids e.g. LD4 ZH1 PA2)	You can control which users an Administrator can 'manage' in the Equinix Customer Portal at an IBX level. Managing permissions allow the Administrator to create new users or modify existing users' permissions using the Equinix Customer Portal to provide them with IBX Access and Portal Access permissions. For example, if you want a Administrator to only be able to use the Equinix Customer Portal to manage users for one particular IBX, enter that particular IBX's ID into this column. Or, if you want an Administrator to be able to use the Equinix Customer Portal to manage users for all of your IBXs, list them all here. **By default, all Administrators will be able to see the details of all of the company's users, but they will only be able to manage users they have been assigned permission for.** If you need assistance with IBX IDs please contact your Equinix Service Desk.
VIEW STATEMENT PERMISSIONS	Allow access to view payment information	This access will allow the person to view billing information for the accounts selected.
IBX ACCESS PERMISSIONS	Allow Physical Access	Tell us if this person is allowed physical access to the specific IBX.
	Remove Equipment	Tell us if this person can remove equipment from the IBX. Security will verify that this person has access to remove equipment before they can leave the building.
	Bring Unregistered Guests	Tell us if this person has your permission to bring guests to an IBX when they are visiting and whether this person can arrange one-off Work Visits using the Equinix Customer Portal. If you select "Yes" and this person arrives at an IBX with a guest, our Security teams will provide the guest with access. Also, this person, if they are, or at any time become, an Equinix Customer Portal user, they will be able to use the Work Visit feature. The Work Visit feature allows this person to arrange Work Visits to your IBXs for any visitor by entering their details into the Equinix Customer Portal. Our Security teams will see these Work Visit entries and grant access to the person who the visit has been arranged for.
	IBX POC	IBX Point of Contact. Specify if you wish this Administrator to be contacted about any policy violations at the IBX, or to help with cage clean-up efforts.

ADMINISTRATOR PROFILE	Order Basic Services	Tell us if this person has your permission to Order Basic Services. This permission will give the user the ability to place Work Visit, Access Enrolment, Conference Room and IBX Tour requests.
	Order Shipments	Tell us if this person has your permission to place Inbound and Outbound Shipment requests.
	Order Cross Connects	Tell us if this person has your permission to order Cross Connects. **Remember, Cross Connects are a commercial product and orders placed through the Portal will be fulfilled and billed on your next invoice.** If you would like more information about Cross Connects, please contact your Account Manager or your Equinix Service Desk.
	Order Smart Hands	Tell us if this person has your permission to order Smart Hands and Accessories by selecting. **Remember, Smart Hands and Accessories are commercial products and orders placed through the Equinix Customer Portal will be fulfilled and billed on your next invoice.** If you would like more information about Smart Hands, please contact your Account Manager or your Equinix Service Desk.
	Power	Tell us if this person has your permission to inquire about Power products. This is simply an inquiry that will be passed to our Sales or Account Management teams. If you would like more information about our Power products, please contact your Account Manager or your Equinix Service Desk.
	View Service Request History	Tell us if you want this person to be able to view any historical orders placed for your company on the Equinix Customer Portal.
NOTIFICATION PREFERENCES	Incidents	Tell us if you want this person to receive notifications via email and via the Equinix Customer Portal about any incidents that may affect your IBXs.
	Maintenance	Tell us if you want this person to receive notifications via email and via the Equinix Customer Portal about any scheduled maintenance events that may affect your IBXs.

If you need **more than 5 Administrators,** contact your local Equinix Service Desk at +49(0) 1805 049 555 or **Customer.Portal@eu.equinix.com**

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