

Digital Edge Customer Portal User Guide

ver. 1.0

 Digital Edge^{DC}

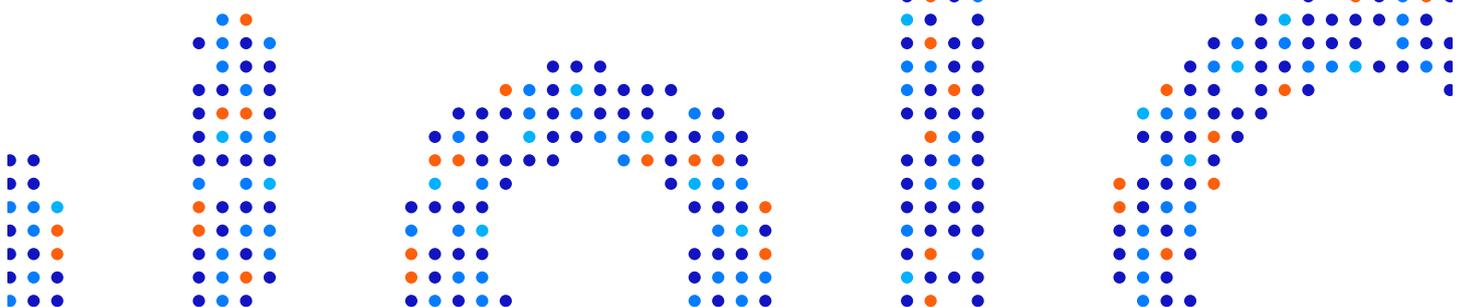
Bridging the digital divide
in Asia Pacific

Digital Edge Customer Portal User Guide

ver. 1.0

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Introduction

Thank you for choosing Digital Edge as your trusted colocation partner.

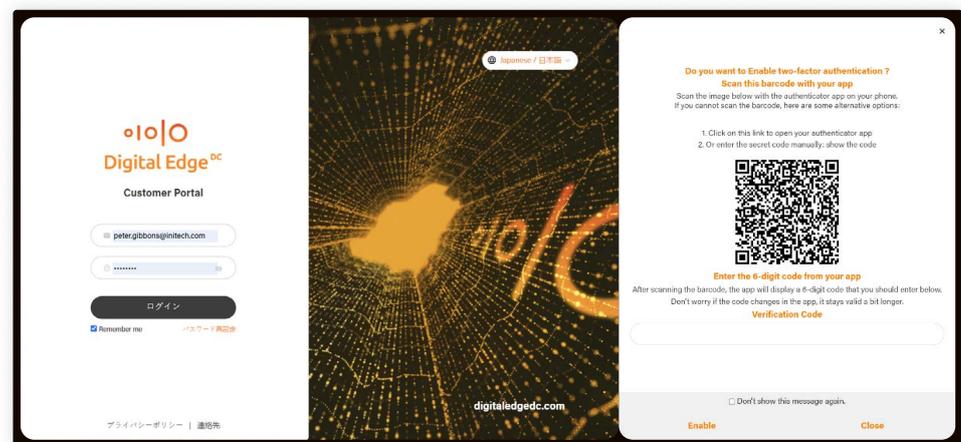
This document provides an overview of the features of the Digital Edge customer portal, and how to incorporate it into your day-to-day operations to work together more effectively.

Your first login

You should receive an email invite from Digital Edge during the delivery of your first service, or if your account has been created by your company's Primary Access Administrator.

If you require a login, please contact your company's Primary Access Administrator.

Once you click on the email invite, you will be requested to reset your initial password and enable two-factor (TOTP) authentication. Two-factor is highly encouraged to prevent unauthorized access to your portal account, particularly for the Primary Access Administrator account or accounts with Site Access and Shipment privileges.



The portal is compatible with any TOTP capable client such as Google Authenticator or Microsoft Authenticator. Password managers also commonly include 2FA support. Please follow the instructions on screen to register your authenticator client with the system.

Microsoft Authenticator		Google Authenticator	
			

Note: Please make a copy of the QR Code and store it in a safe place as a backup key. If you lose access to your authenticator, you will need to contact customer service to reset the authentication and re-enroll a new device.

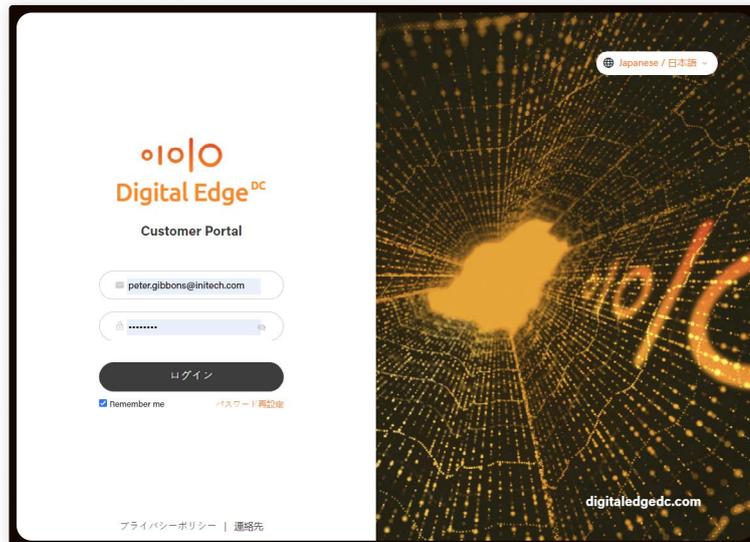
After successfully logging in to the portal the first time, please verify your user profile with your email and contact information as we will require this information to send you physical mail, email or SMS notifications.

Note: Please also make a note of your randomly generated PIN number and store it in a safe place. You will require this PIN to request services via non-authenticated channels (e.g. Live chat, Calling into our helpdesk). You may change this PIN to another number or passphrase by clicking Edit.

Logging into the portal

The Digital Edge Customer Portal can be accessed at

<https://portal.digitaledgec.com/>

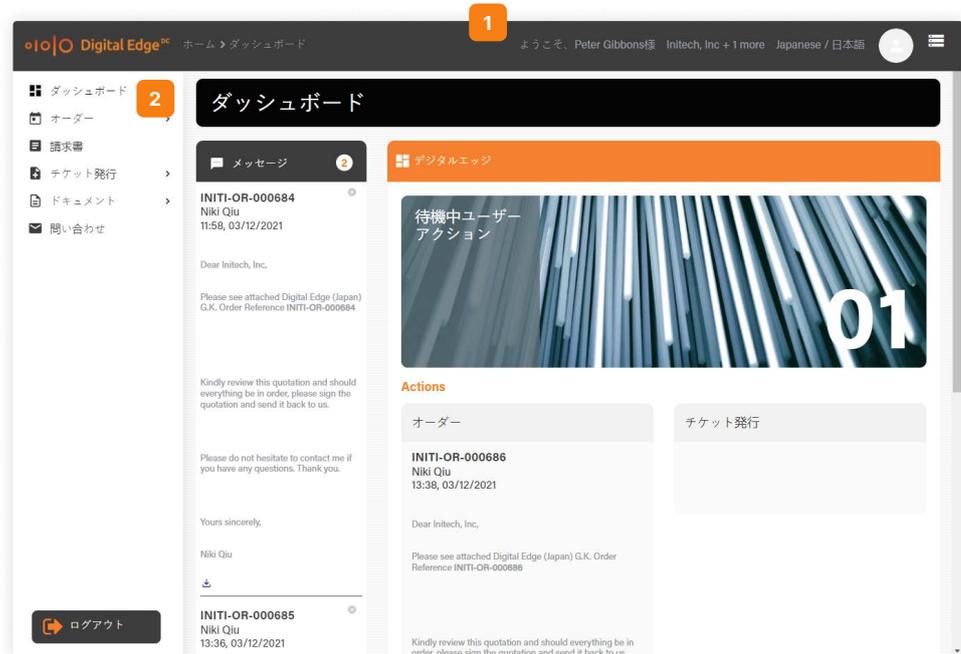


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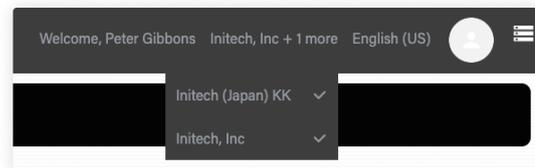
User Interface

After authentication, you will be presented with the dashboard. The dashboard presents a snapshot of all the important information requiring action, including messages, any tickets in a pending customer information state, and scheduled maintenance notifications.



A few more notable features of the portal and user interface:

1. The User Profile menu



The portal supports multicompany setups where a company uses different local/regional entities to sign up for services (e.g. Initech Inc, Initech (Japan) KK, etc), or a reseller setup where the reseller company controls the portal access of its customers.

The list defaults to be selected for all companies assigned to the user so they can operate the portal on behalf of all sub-companies. The user may deselect companies to filter out tickets, messages and inventory to a single or smaller list of companies.

Note: If you are not seeing something you expect to see, please check if the correct company is selected in the User Profile menu

2. The Navigation Menu

The Navigation Menu is always available on the portal and lets the user to quickly

navigate the features of the portal. Each of the features is explained in dedicated sections of this document.

Features are only visible if they are enabled by your Primary Access Administrator

Order menu

- Under Provisioning and Installed Service options are only visible for portal users with Provisioning access privilege
- Remote Hands menu is only visible for portal users with Remote Hands access privilege
- Request Interconnection Service and Colocation Accessories are only visible for portal users with Ordering access privilege

Invoice menu is only visible for portal users with Invoicing access privilege

Ticketing menu

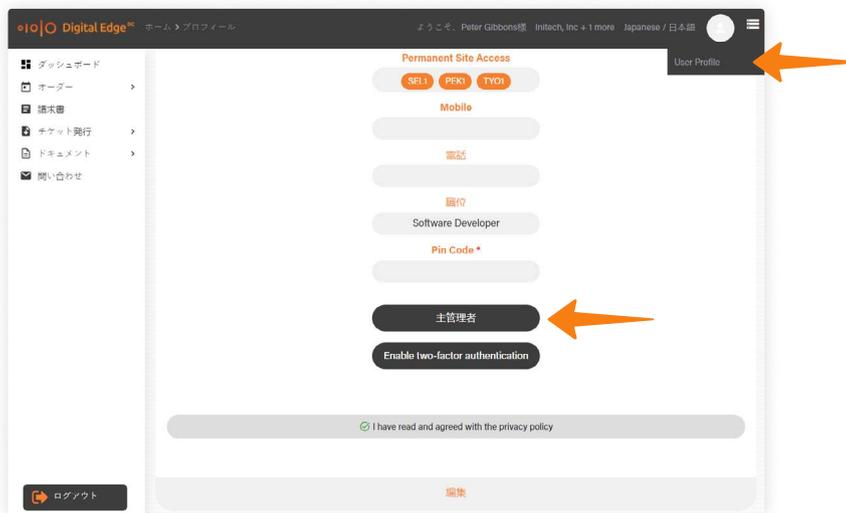
- New Fault Report menu, and the ability to view open and historical fault report tickets, are only visible for portal users with Fault Report access privilege
- New Site Access menu, and the ability to view open and historical site access tickets, are only visible for portal users with Site Access access privilege
- New Shipment ticket, and the ability to view open and historical shipment tickets, are only visible for portal users with Shipment access privilege

The Documents and Contact Us menu are available to all portal users.

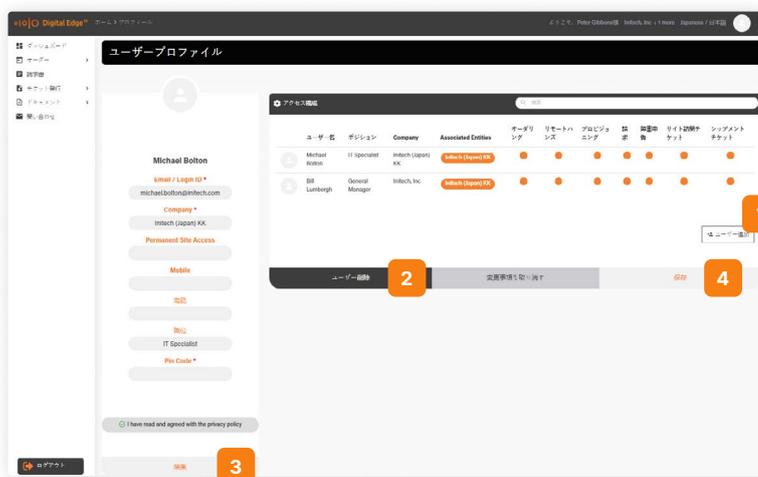
User Profile/ Portal Access Administration

You can view and edit your user profile by clicking the drop down on the top right menu button and selecting User Profile.

If you are the Primary Access Administrator, you will also see the Primary Access Administrator button in your user profile



Clicking the Primary Access Administrator button brings up the Access Configuration Screen.



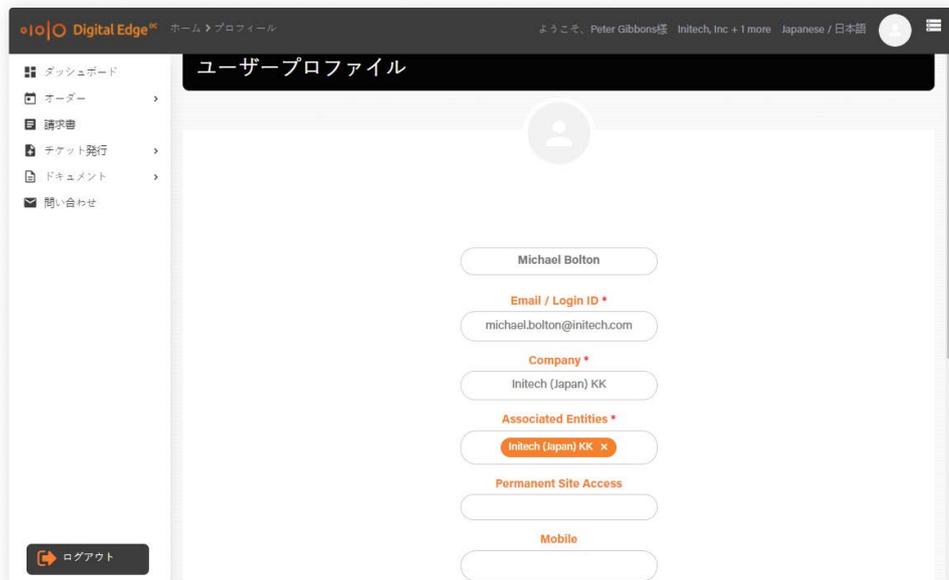
In this screen, you can

1. add a user by clicking the Add User button
2. delete a user by selecting a user and clicking the Delete User button
3. edit a user by clicking the user and the Edit button
4. add/remove portal access privilege by selecting/deselecting privileges and clicking the Save button

— Add/Edit user

In the Add/Edit user screen, other than the user's contact information, you can also specify the user's

- Access to company/companies data in the Portal
- Permanent site access to which Data Center(s)



Note: Each company can have one PAA. PAAs cannot delete or change PAA of any associated companies. If any changes are required, please contact IOC.

PAAs will be assigned permanent site access to their accounts. These rights can then be assigned to any other portal users within the company. If you do not see a site that you have assets, please contact IOC.

Orders

Under Provisioning

The screenshot shows the 'Orders' page in the Digital Edge portal. The main content area is titled 'プロビジョニング中' (Provisioning in Progress). It contains a table with the following data:

サービスID番号	オペレーションサイト	プロダクト名	発注日	状況	希望引き渡し日
INITI-HB-00010937	OSA1	19" Cabinet	03/12/2021	Pending Provisioning	06/01/2022
INITI-HB-00010939	OSA1	Cross Connect - MM Fiber	03/12/2021	Pending Provisioning	06/01/2022

This page provides the latest status of any new orders/terminations orders currently in the system.

Note: Each service is assigned a unique Service ID as an identifier for any changes (e.g. disconnect orders) or actions (e.g. fault report ticket) on this service.

Installed Services

The screenshot shows the 'Installed Services' page in the Digital Edge portal. It features an 'インベントリサマリー' (Inventory Summary) section with a table and a donut chart. The table data is as follows:

インベントリサマリー	TYO3	計
Space	3	3
	3	3

The donut chart shows 3 units for TYO3. Below this is a table of installed services:

サービスID番号	オペレーションサイト	プロダクト	数量	顧客参照番号	Service Order Number	インストール日	契約満了日
チケット発行 INITI-HB-00010656	TYO3	Cabinet 19" with 2kVA Draw Cap	1		INITI-OR-000616	15/11/2022	
チケット発行 INITI-HB-00010657	TYO3	Cabinet 19" with 2kVA Draw Cap	1		INITI-OR-000616	15/11/2022	
チケット発行 INITI-HB-00010659	TYO3	Cabinet 19" with 2kVA Draw Cap	1		INITI-OR-000616	15/11/2022	

This page shows all the installed services, and provides a shortcut to create tickets against the service

Request Services

Remote Hands

If the user requires activities to be performed in the customer's colocation area, they may create a remote hands ticket.

For scheduled remote hands (e.g. maintenance window), please enter the date and

time requested, and provide instruction and dial-in information in the remarks field, if any.

Regular remote hands request will be responded within 15 minutes. If your regular remote hands request requires immediate attention, please fill in relevant details and contact our helpdesk team to escalate the ticket. You may also contact our IOC directly to open the remote hands ticket. Please have your PIN and ServiceID ready to expedite the ticket creation process.

The screenshot shows the 'Order' form in the Digital Edge DC portal. The form is titled 'オーダー' (Order) and is for 'サービス・リクエスト>リモートハンズ' (Service Request > Remote Hands). The form fields are as follows:

- オペレーションサイト (Operation Site): TYO3
- サービスID番号 (Service ID Number): INITI-IB-00010657: Cabinet 19" with 2kVA Draw Cap
- 指定会社 (Designated Company): Initech, Inc
- チケットタイプ (Ticket Type): A dropdown menu is open, showing '選択' (Select) and two options: 'Regular Remote Hands' and 'Scheduled Remote Hands'.

At the bottom right of the form, the price is listed as '103 JPY / HOUR'. A '提出' (Submit) button is located at the bottom center. The left sidebar contains navigation options like 'ダッシュボード' (Dashboard), 'オーダー' (Order), '請求書' (Invoice), 'チケット発行' (Ticket Issuance), 'ドキュメント' (Document), and '問い合わせ' (Contact Us). The top navigation bar shows the user is logged in as Peter Gibbons and provides language options (Japanese / 日本語).

If you have a Remote Hand-Monthly plan in the same company as the colocation service, the time spent (rounded up to the nearest 15 minutes) will be deducted from your support plan. We are unable to charge remote hands to a different company, or perform work in a different customer's cabinet even with authorization.

If you do not have a Remote Hand-Monthly plan, or you do not have sufficient credit in your support plan, the system will automatically purchase additional remote hands services in 15 minutes increments at your price-book rate on your behalf to cover the time used at the close of the ticket.

If you do not wish to incur system generated remote hand charges, please request your PAA to disable remote hands privileges from your portal account.

Interconnect Services

You may order selected interconnect services such as Cross Connects and Cross Links from the portal. Please fill in the form with the cabinet Service-IDs for the A-Side and Z-Side, and you will be billed at your price-book rate.

If you are connecting to a 3rd party cabinet, we will require a letter of authorization

from the 3rd party to be attached to the order form prior to order acceptance.

After submission, you should be able to see the order status in the “Under Provisioning” page. We will provide one TX/RX fiber swap free of charge during the customer acceptance period, after which a Remote Hands order will be required.

Invoice

The screenshot shows the 'オーダー' (Order) page in the Digital Edge DC portal. The page title is 'オーダー' and the breadcrumb is 'サービス・リクエスト > インターコネクションサービス'. The form contains the following fields:

- オペレーションサイト: TYO3
- サービス選択: Cross-Connect
- メディアタイプ: Cat-5 UTP Media Type
- AサイドサービスID: INITI-IB-00010657: Cabinet 19" with 2KVA Draw Cap
- 指定会社: Initech, Inc
- ZサイドサービスID (オプション): テキスト入力
- 希望引き渡し日: テキスト入力
- 認可書: Choose File No file chosen
- パッチパネルID: テキスト入力
- ポート番号: テキスト入力
- 数量: テキスト入力

At the bottom right, it says 'MRC 0 JPY / NRC 0 JPY' and there is a '提出' (Submit) button.

Invoice

You can view and check status of payment for each invoice on this page

Invoice

The screenshot shows the '請求書' (Invoice) page in the Digital Edge DC portal. The page title is 'Invoice' and the breadcrumb is 'ホーム > 請求書'. The page displays a table of invoices with the following columns:

請求書番号	Company	顧客参照番号	オーダー番号	請求日	支払日	請求状況	総額	請求金額
INV/2021/11/0002	Initech, Inc		INITI-OR-000616	01/12/2021	10/11/2021	Not Paid	399,438 JPY	399,405 JPY

At the bottom right, there is a button labeled 'Excelエクスポート'.

Ticketing

— Fault Report Ticket

You can open a new fault report ticket by filling in the new fault report ticket form.

The screenshot shows the 'チケット発行' (Ticket Issuance) page in the Digital Edge system. The main heading is '新規障害申告チケット' (New Fault Report Ticket). The form includes several dropdown menus for selection: 'オペレーションサイト' (Operation Site), 'サービスID番号' (Service ID Number), '指定会社' (Designated Company), and '障害タイプ' (Fault Type). Below these is a text input field for '追記事項' (Additional Comments). A '提出' (Submit) button is located at the bottom right of the form. A sidebar on the left contains navigation options like 'ダッシュボード', 'オーダー', '請求書', and 'チケット発行'. A 'チケットリスト' (Ticket List) sidebar on the right shows a 'Fault Report (#177)' with a 'New' status.

You may view and update open fault report tickets by clicking on the ticket from the ticket list, or from the dashboard.

The screenshot shows the 'チケット発行' (Ticket Issuance) page with the 'チケットリスト' (Ticket List) view. The list contains the following data:

申請日	申請者	チケット名	オペレーションサイト	チケットタイプ	状況	最終更新日
2021-12-03 07:50:44	Peter Gibbons	Shipment (#235)	TYO3	Inbound	Approved	2021-12-03 07:50:44
2021-12-03 07:38:08	Peter Gibbons	Fault Report (#233)	TYO3	Network Issue	Cancelled	2021-12-03 07:38:08
2021-12-03 07:33:24	Peter Gibbons	Fault Report (#232)	TYO3	Equipment Issue	Cancelled	2021-12-03 07:33:24
2021-12-03 05:31:38	Peter Gibbons	Shipment (#228)	TYO3	Inbound	Approved	2021-12-03 05:31:38
2021-11-18 09:00:09	Peter Gibbons	Shipment (#180)	TYO3	Inbound	New	2021-11-18 09:00:09
2021-11-18 08:59:04	Peter Gibbons	Site Access (#179)	TYO3	Work Visits	New	2021-11-18 08:59:04
2021-11-18 08:58:04	Peter Gibbons	Site Access (#178)	TYO3	First Time Access	New	2021-11-18 08:58:04
2021-11-18 08:53:13	Peter Gibbons	Fault Report (#177)	TYO3	Equipment Issue	New	2021-11-18 08:53:13

The sidebar on the left shows navigation options, with 'チケットリスト' (Ticket List) highlighted. A hand cursor is pointing to the 'チケットリスト' link. The 'ログアウト' (Logout) button is visible at the bottom left.

Note: If a fault report is ultimately identified to not be caused by Digital Edge, Digital Edge reserves the right to charge the time spent troubleshooting the issue as remote hands.

— **New Site Access Ticket**

You can create a new temporary site access ticket by filling in the new site access ticket form. Site access tickets are automatically approved for customer visiting customer areas only.

You may bring any equipment that can reasonably be carried by hand without a shipment ticket. (e.g. Small router, Laptop, PC parts, etc). Larger equipment will require a shipment ticket at the discretion of our site operations and security team. For more information, please refer to the Digital Edge Customer Welcome Guide and Site Policy documents available for download in the Digital Edge Customer Portal

Note: Permanent site access is managed by the Primary Access Administrator in the User Administration page. If a user with Permanent site access requires special access, they should also create a temporary site access ticket.

The screenshot shows the 'チケット発行' (Ticket Issuance) page in the Digital Edge portal. The main heading is '新規サイトアクセスチケット' (New Site Access Ticket). The form is titled 'サイト訪問チケット' (Site Visit Ticket) and contains the following fields:

- オペレーションサイト (Operation Site): 選択 (Select)
- サービスID番号 (Service ID Number): 選択 (Select)
- 指定会社 (Designated Company): 選択 (Select)
- 訪問タイプ (Visit Type): 選択 (Select)
- 訪問予定日 (Visit Date): 訪問開始日 (Visit Start Date) and 訪問終了日 (Visit End Date)
- 訪問希望者名 (Visit Requester Name): 訪問者名 (Visit Requester Name) with a plus sign (+) for adding more names.
- 追記事項 (Additional Remarks): テキスト入力 (Text Input)

At the bottom right of the form is a '提出' (Submit) button. On the left side, there is a navigation menu with options like 'ダッシュボード', 'オーダー', '請求書', 'チケット発行', '新規障害申告チケット', '新規サイトアクセスチケット', '新規シippメントチケット', 'チケットリスト', 'ドキュメント', and '問い合わせ'. On the right side, there is a 'チケットリスト' (Ticket List) section showing two entries: 'Site Access (#179) Now' and 'Site Access (#178) Now'.

— **New Shipment Ticket**

You can create a new shipment ticket by filling in the new shipment ticket form. In general, shipment tickets are automatically approved unless loading dock access is required.

You may bring any equipment that can reasonably be carried by hand without a shipment ticket. (e.g. Small router, Laptop, PC parts, etc). Larger equipment will require a shipment ticket at the discretion of our site operations and security team. For more information, please refer to the Digital Edge Customer Welcome Guide and Site Policy documents available for download in the Digital Edge Customer Portal

For larger shipments please select the “Require Loading Dock” check box and our operations team will contact you with the arrangements.

Note: that Digital Edge requires a customer representative be on site to review and accept the delivery, or the shipment will be turned away. For more information, please refer to the Digital Edge Customer Welcome Guide and Site Policy documents available for download in the Digital Edge Customer Portal. You will also need to create a separate site access ticket for the customer representative.

Documents

You can find our various customer documents for download in this area.

Contact Us

You can find our data center locations and contact information here.

Glossary of Terms

PAA	Primary Access Administrator
TOTP	Time-based, One-Time Password

Contact Us

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