



User manual

Accys customer portal



- Dashboard
- Visits
- Deliveries
- Tickets
- Support
- Downloads
- Changes
- Administration

Welcome back, Admin Demo

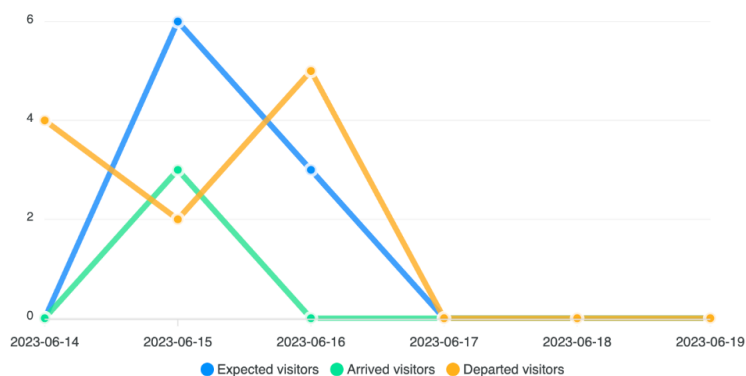
Visits today
0

Expected visitors
0

Departed visitors
0

Open tickets
0

Visitors Per Day



Tickets

Open tickets	0
Pending tickets	0
Closed tickets	121

Deliveries

Expected deliveries	4
Delivered today	71

Recent Activities

1 - Introduction

Welcome to the Accys Portal User Manual.

The Accys Portal is a powerful tool designed to streamline and optimize your experience with datacenter access, deliveries, and support tickets. This concise user manual will guide you through the portal's key features and functionalities.

With the Accys Portal, authorized users can easily add visits, manage deliveries, and submit support tickets. This centralized platform simplifies access management, delivery tracking, and issue resolution.

Throughout this manual, you'll find step-by-step instructions to help you navigate and utilize the Accys Portal efficiently. It serves as a valuable resource for both new and experienced users, providing quick answers to your questions.

1.1 - Portal functionality

Access:

Access to our premises can be conveniently applied for 24/7 through the portal. Please note that without a submitted access application, security personnel will not be able to grant you entry.

Deliveries:

Effortlessly register deliveries to our data center through the portal, even when you are not physically present. This enables smooth and efficient handling of packages. Similarly, pickups by third-party couriers can be conveniently coordinated through the portal.

Ticketing:

To request assistance or services from QTS, our comprehensive ticketing system is at your disposal. Through the portal, you can easily submit tickets for a range of requests, including adding administrators, patch requests, rack changes, supplying information, and more. Our dedicated team is ready to address your inquiries and support your operational needs.

At QTS, we strive to provide a seamless and user-friendly experience through our corporate portal. By leveraging these functionalities, you can optimize access management, streamline deliveries, and efficiently communicate your requirements. We are committed to delivering exceptional service and ensuring your satisfaction.

Please refer to the following sections of this manual for detailed instructions on how to utilize each functionality effectively.

2 - User Levels and Authorization

At QTS, we have established different user levels within the customer portal to ensure efficient management and enhanced security.

Superadmin:

Superadmins are QTS and / or Zentrys employees responsible for controlling the Accys portal.

Administrator (User++):

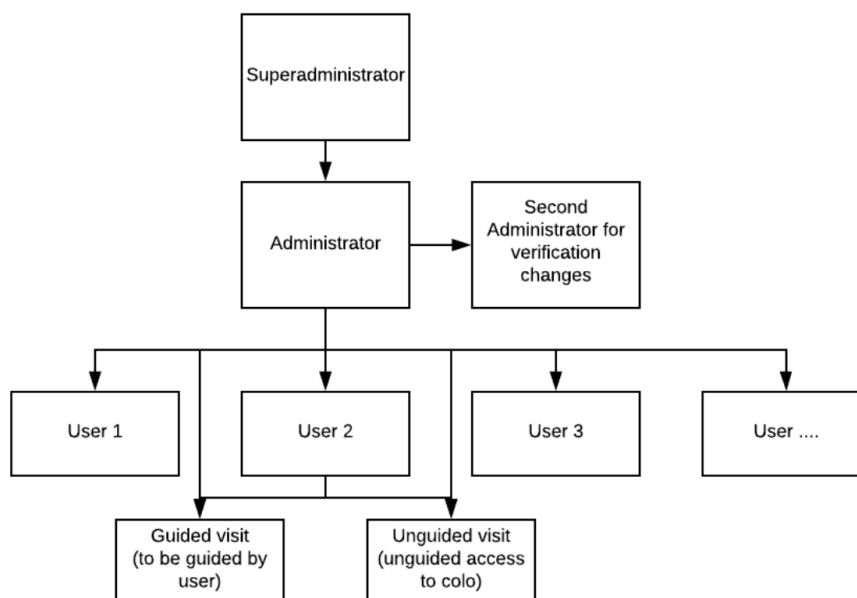
As an Administrator, you have elevated privileges to add and edit user profiles, manage visitor access, handle deliveries and pickups, and submit tickets for customer requests. For administrators it is also possible to add other companies.

Please note that all changes require approval of a second administrator.

User:

Users have limited authorization in the customer portal. As a User, you can schedule visits and add deliveries & pickups.

Please refer to the relevant sections of this manual for detailed instructions on utilizing the features based on your user level.



3 - Administrator functionalities

As an Administrator, you have the authority to manage user accounts, including adding and editing profiles, as well as verifying user information. You also have the ability to manage visitor access, coordinate deliveries and pickups, and handle support ticket submissions on behalf of your company. By leveraging these powerful administrative functionalities, you play a vital role in maintaining the integrity and smooth functioning of the Accys Portal.

3.1 - Adding a new user

User addition can solely be performed by an authorized administrator and requires verification from a secondary administrator.

Step 1: From the main Administration screen, choose **New user**.

Active Users CSV Export New user

Show 10 entries Search:

Name	E-mail	Locations	Companies	Action
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit
[REDACTED]	[REDACTED]	Eemshaven	[REDACTED]	View Edit

Step 2: Fill in the required user information fields.

The screenshot shows a user creation form with the following fields and annotations:

- Email:** A text input field with the placeholder "Enter email".
- Companies 1:** A selection field showing "Zentrys" with a red "1" next to it.
- Zentrys - Role 2:** A dropdown menu showing "User" with a red "2" next to it.
- Profile image 3:** A button labeled "Bestand kiezen" and a text "Geen bestand gekozen" with a red "3" next to it.
- Passport ID number 4:** A text input field with the placeholder "Enter passport ID number" and a red "4" next to it.
- Drivers license number:** A text input field with the placeholder "Enter drivers license number".
- ID card number:** A text input field with the placeholder "Enter ID card number".

Please note:

1. You can assign users to multiple companies, including your own and subsidiaries. Users choose their company upon login and are automatically assigned the corresponding role.
2. As mentioned above, users can have multiple roles (1 per company). As a company administrator, you can assign either the 'User' or the 'Administrator' role.
3. To facilitate the addition of a user to the whitelist by QTS / Zentrys superadmins, it is necessary to include a profile image for verification purposes. Without a profile image, the user cannot be considered for whitelist inclusion.
4. Please be sure to match the exact information as in the official document. You only need to specify one of the three document numbers.

Step 3: Save the user for approval

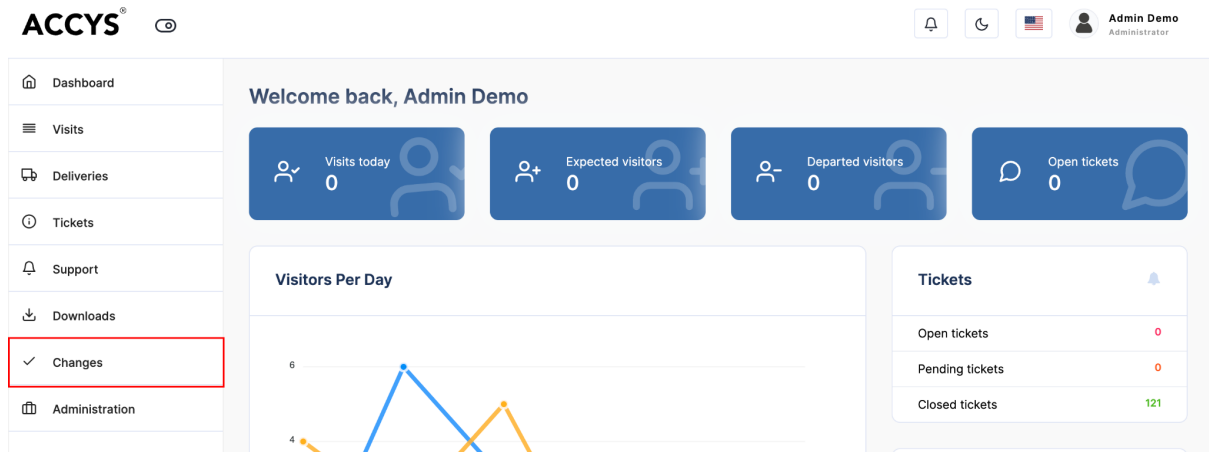
The screenshot shows a single button labeled "Create user" which is highlighted with a red rectangular border.

Please note: clicking on 'create user' does not finalize the operation of adding a user. The user is added to the system only after verification of a second administrator.

3.2 - Verifying changes

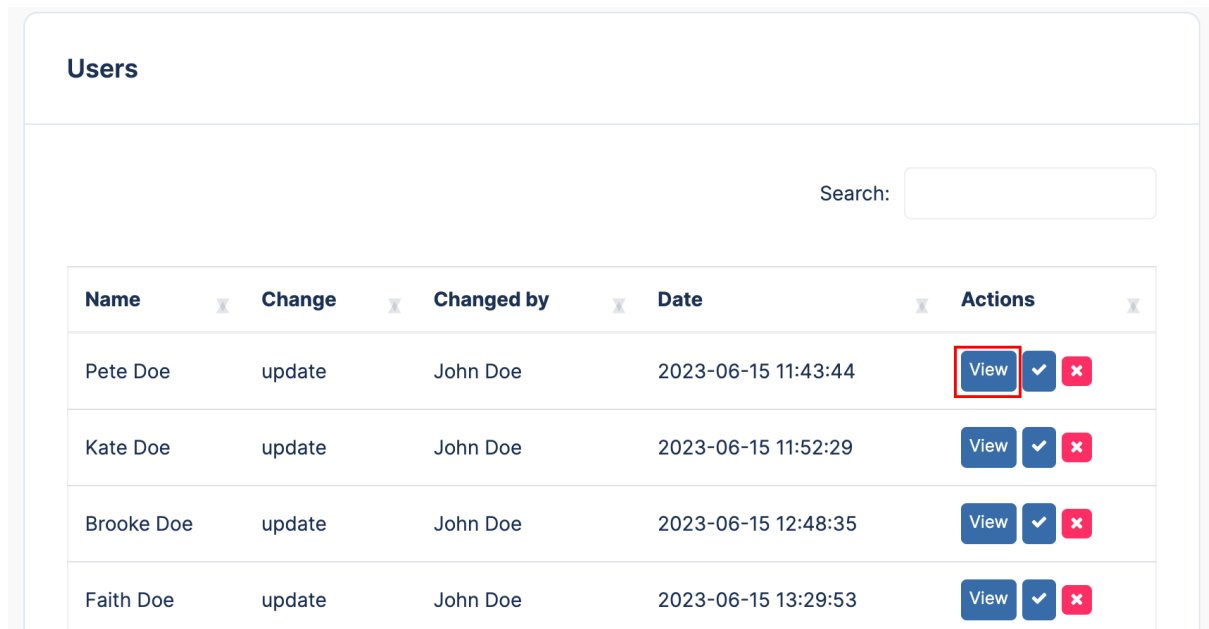
In Accys, every modification made to companies and users requires validation from another administrator within your organization. To initiate this process, go to the Changes section and choose the specific change you wish to verify. Kindly note that self-verification of your own changes is not permitted.

Step 1: Navigate to Changes



The screenshot shows the ACCYS dashboard interface. The top navigation bar includes the ACCYS logo, a search icon, and user information for 'Admin Demo Administrator'. The left sidebar contains a list of menu items: Dashboard, Visits, Deliveries, Tickets, Support, Downloads, **Changes** (highlighted with a red box), and Administration. The main content area displays a welcome message 'Welcome back, Admin Demo' and four summary cards: 'Visits today' (0), 'Expected visitors' (0), 'Departed visitors' (0), and 'Open tickets' (0). Below these cards is a 'Visitors Per Day' line chart and a 'Tickets' summary table showing 0 open tickets, 0 pending tickets, and 121 closed tickets.

Step 2: Choose a change to verify



The screenshot shows the 'Users' section of the ACCYS dashboard. It features a search bar and a table of user changes. The table has columns for Name, Change, Changed by, Date, and Actions. The first row, for 'Pete Doe', has the 'View' button highlighted with a red box. The other rows are for 'Kate Doe', 'Brooke Doe', and 'Faith Doe', all with 'update' changes made by 'John Doe'.

Name	Change	Changed by	Date	Actions
Pete Doe	update	John Doe	2023-06-15 11:43:44	View ✓ ✗
Kate Doe	update	John Doe	2023-06-15 11:52:29	View ✓ ✗
Brooke Doe	update	John Doe	2023-06-15 12:48:35	View ✓ ✗
Faith Doe	update	John Doe	2023-06-15 13:29:53	View ✓ ✗

Step 3: Review the change

Create user

Key	Value
Full name	Jimmy Doe
Name	jimmydoe
Email	jimmy@zentrys.com
Passport ID number	13245634
Drivers license number	12389348
ID card number	12398234
Mobile number	31651178900
Emergency number	31651178900
Authenticated from	
Authenticated till	
Profile image	
Companies	Zentrys (Administrator)

Step 4: Approve the change

Profile image

CompaniesZentrys (Administrator)

3.3 - Adding a visit

In Accys, there are three available options for creating visits:

Option 1: Guided Visit

This option is intended for visitors with restricted access. They must be accompanied by a guide throughout their visit.

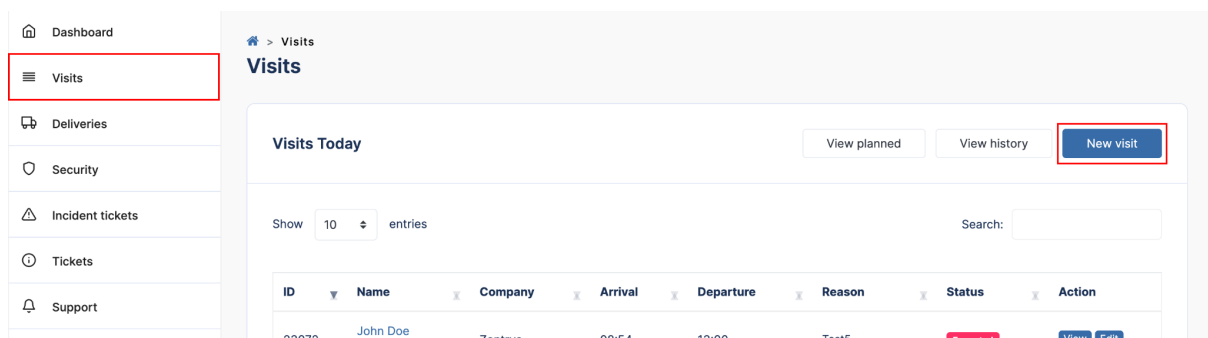
Option 2: Unguided Visit

This option grants visitors authorization to their own access card and/or key. No accompaniment is required during their visit.

Option 3: Unguided Visit with Guided Visitors

This option allows unguided visitors to have their own access card and/or key. Additionally, they can be accompanied by visitors with limited access who require guidance from the unguided visitor.

Step 1: To add a visit, navigate to the visits page from the main menu and click on the 'new visit' button.



Step 2: Choose either 'Unguided' or 'Guided' from the visit type dropdown

The screenshot shows the 'Create Visit' form. At the top, it says 'Create Visit' and 'Use this tool to announce your visit. When you have not announced your visit, the security will refuse to grant access to the datacenter.' Below this, there is a 'Visit type' dropdown menu. The dropdown is open, showing 'Unguided' as the selected option.

Step 3: Fill in the arrival and departure date of the visit

The screenshot shows the 'Create Visit' form with the 'Arrival' and 'Departure' date fields. The 'Arrival' field is labeled 'Arrival [?]' and the 'Departure' field is labeled 'Departure [?]'.

Step 4: Fill in the reason of the visit

Reason [?]

B **U** **I**

Follow these instructions in case you selected the 'unguided' visit type

Step 5.1 - Unguided visitor: fill in the correct details of the visitor and assign the necessary colocations and keys

Unguided visitor

① Unrestricted independent access to the selected colocation/cage/rack(s).

Name	Type of ID	ID number	Colocations	Keys	Company
<input type="text" value="Enter full name"/>	<input type="text" value="ID card"/>	<input type="text" value="Enter ID number"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Enter company"/>

Step 5.2 - Unguided visitor - Extra guided visitors: in case you want to allow the unguided visitor to guide extra guided visitors, click on the 'add extra visitors' button

Unguided visitor

① Unrestricted independent access to the selected colocation/cage/rack(s).

Name	Type of ID	ID number	Colocations	Keys	Company
<input type="text" value="Enter full name"/>	<input type="text" value="ID card"/>	<input type="text" value="Enter ID number"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Enter company"/>

Step 5.3 - Unguided visitor - Extra guided visitors: fill in the correct details of the extra guided visitors. In case you want to allow the unguided visitor to bring multiple guided visitors, click on the 'add' button to add an extra row.

Full name	Type of ID	ID number	Company
<input type="text" value="Enter full name"/>	<input type="text" value="ID card"/>	<input type="text" value="Enter ID number"/>	<input type="text" value="Enter company name"/>


Follow these instructions in case you selected the 'guided' visit type

Step 5.1 - Guided visit - Guided visitors: fill in the correct details of the guided visitors. In case you want to bring multiple guided visitors, click on the 'add' button to add an extra row.

Full name	Type of ID	ID number	Company	
<input type="text" value="Enter full name"/>	<input type="text" value="ID card"/>	<input type="text" value="Enter ID number"/>	<input type="text" value="Enter company name"/>	<input type="button" value="Add"/>

Step 6: save the visit by clicking on the 'create visit' button.

Guided visitors

 Access is limited. The visitor can only navigate the data center under supervision.

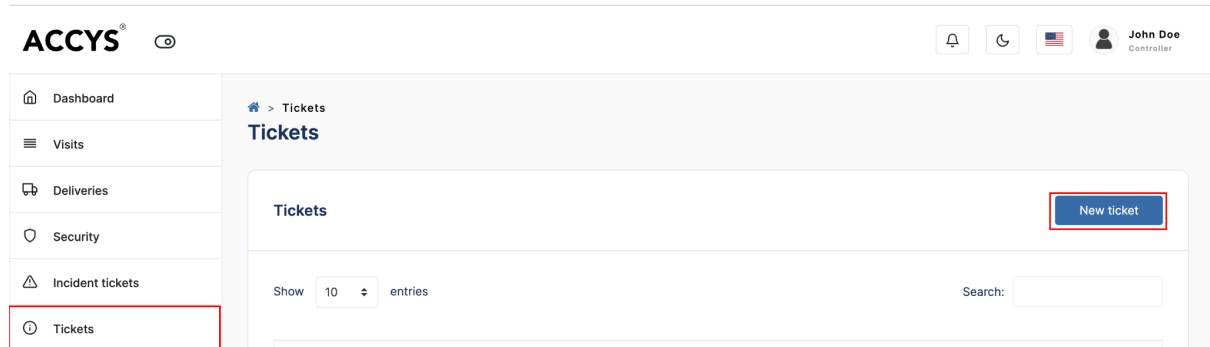
Full name	Type of ID	ID number	Company	
<input type="text" value="Enter full name"/>	<input type="text" value="ID card"/>	<input type="text" value="Enter ID number"/>	<input type="text" value="Enter company name"/>	<input type="button" value="Add"/>

Please note: as long as your visit has the status of 'expected', it is possible to edit the visit.

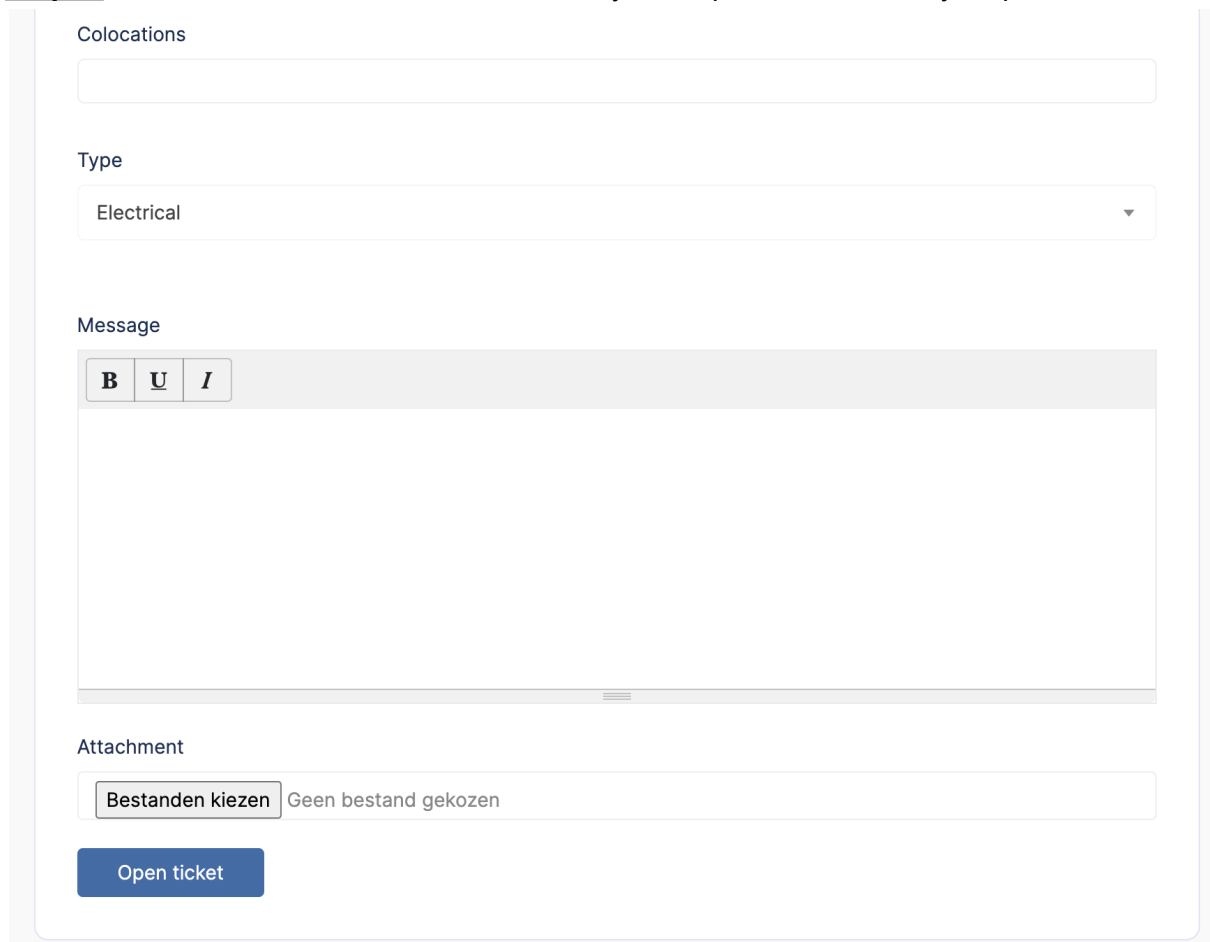
3.4 - Adding a ticket

In Accys, company administrators have the capability to create a ticket, which serves as a means to submit requests to QTS. These requests can include tasks such as patching, rack changes, information provision, and more.

Step 1: To add a ticket, navigate to the Tickets page from the main menu and click on the 'new ticket' button



Step 2: Fill in all of the ticket fields to describe your request as accurately as possible.

The screenshot shows the 'New ticket' form in the ACCYS interface. The form has several sections: 'Colocations' with a text input field; 'Type' with a dropdown menu currently set to 'Electrical'; 'Message' with a rich text editor containing bold (B), italic (I), and underline (U) buttons; and 'Attachment' with a file selection button labeled 'Bestanden kiezen' and a text input field showing 'Geen bestand gekozen'. At the bottom of the form is a blue 'Open ticket' button.

Step 3: Save the ticket by clicking on the 'open ticket' button

Colocations

Type

Electrical

Message

B **U** ***I***

Attachment

Bestanden kiezen

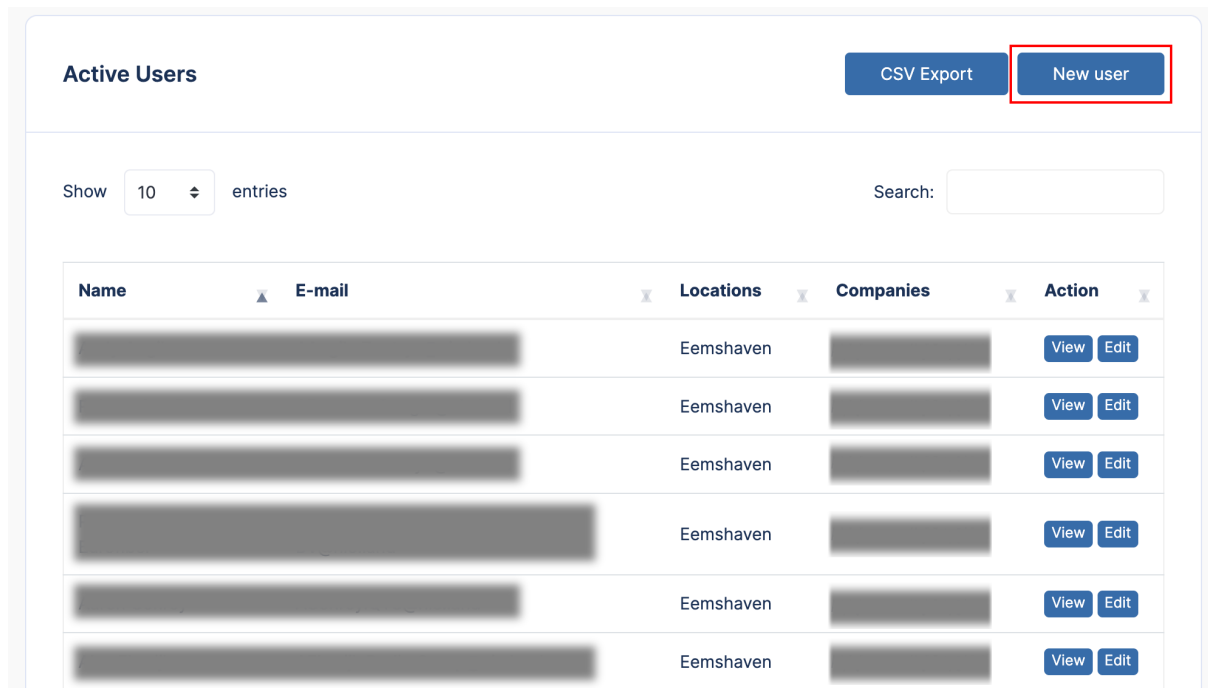
Geen bestand gekozen

Open ticket

3.5 - Removing a user's access rights

Revoking the user's access rights and disabling their login to the customer portal is contingent upon verification by a second administrator.

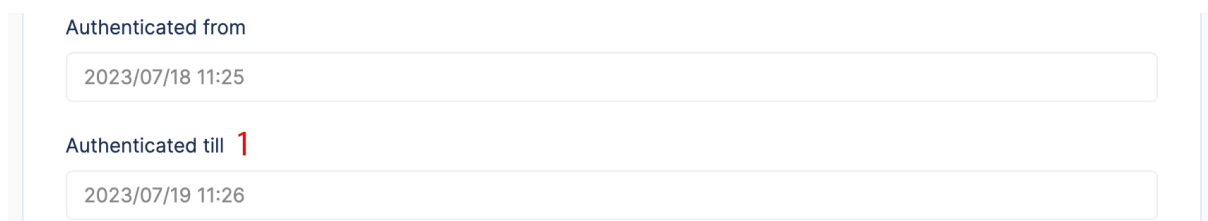
Step 1: From the users tab, locate the user you want to edit in the user list. Use the button (edit) to enter the user settings.



The screenshot shows the 'Active Users' management interface. At the top, there's a header with 'Active Users', 'CSV Export', and a 'New user' button (highlighted with a red box). Below the header, there's a search bar and a table of active users. The table has columns for Name, E-mail, Locations, Companies, and Action. Each row shows a user's details and 'View' and 'Edit' buttons in the Action column.

Name	E-mail	Locations	Companies	Action
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit
[Redacted]	[Redacted]	Eemshaven	[Redacted]	View Edit

Step 2: Use field 1 for changing the date for the access rights of the user. In order to remove access rights completely: choose a date in the past. Note that the user will not be able to log in to the portal anymore. Another option is to choose a specific date until which the user will have access rights.

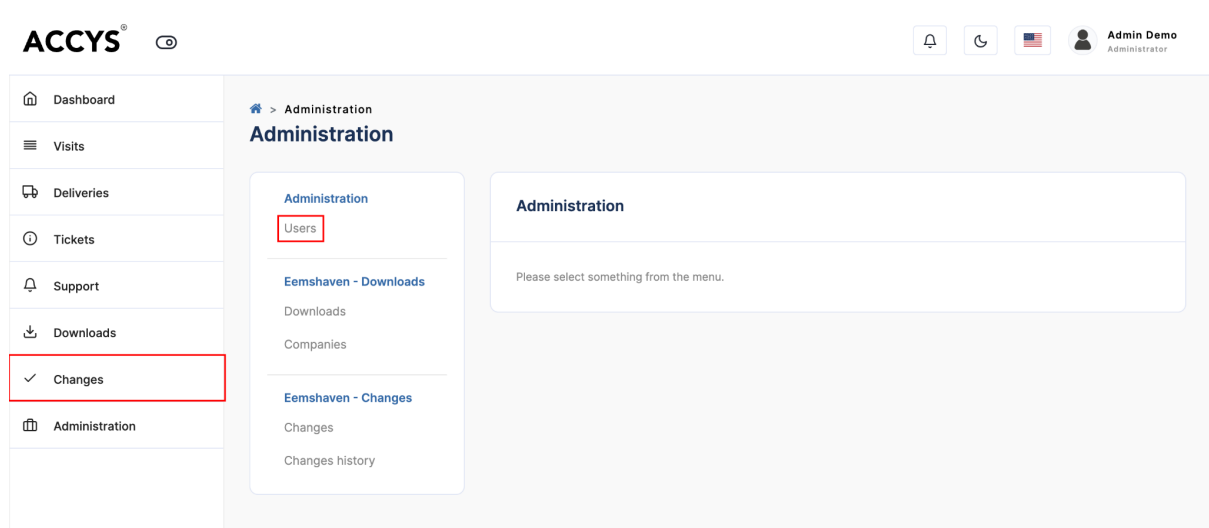


The screenshot shows the user settings form. It has two date pickers: 'Authenticated from' with a date of 2023/07/18 11:25, and 'Authenticated till' with a date of 2023/07/19 11:26. A red '1' is next to the 'Authenticated till' label.

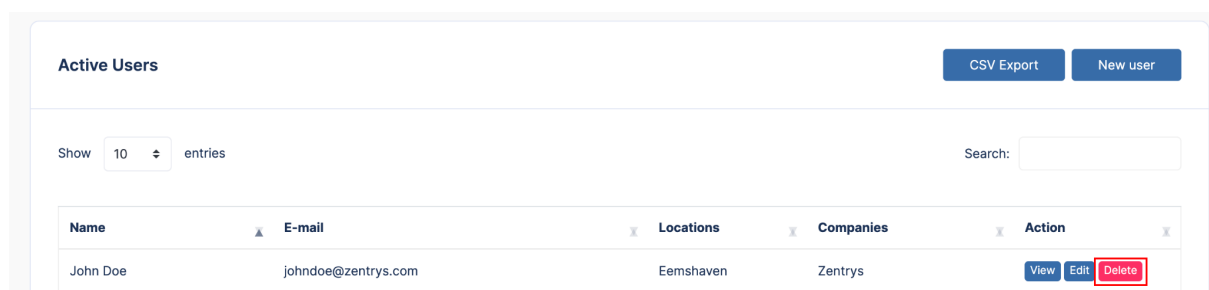
3.6 - Removing a user

It is possible to remove users from the Accys customer portal. The removal of the user from the system is a comprehensive action that necessitates verification by a second administrator.

Step 1: Navigate to the administration tab. Choose 'users' from the submenu.



Step 2: From the administration tab, locate the user you want to delete in the user list. Choose 'Delete'.



Step 3: The removal of the user has now been added as a change request for other administrators to approve.

3.7 - Adding and removing keys to/from a user

QTS / Zentrys employees have the ability to assign keys to your company. Once keys have been assigned to your company, you are free to allocate them to your company users as you'd like.

Step 1: From the users tab, locate the user you want to add the keys to in the user list. Use the edit button to enter the user settings.

Active Users

CSV ExportNew user

Show 10 entriesSearch:

Name	E-mail	Locations	Companies	Action
		Eemshaven		View Edit
		Eemshaven		View Edit
		Eemshaven		View Edit
		Eemshaven		View Edit
		Eemshaven		View Edit
		Eemshaven		View Edit

Step 2: Click on the 'Keys' tab

Edit User

You are currently editing user John Doe (#4057)

[User details](#)

[Keys](#)

Step 3.1: To include one or more keys for the user, choose the desired keys from the dropdown menu and then click on the 'save keys' button.

User details

Keys

Assigned keys

Search:

Key number	Description	Actions
11		<button>Remove</button>

Assign keys

To assign a key (or keys) to this user, please select the key / keys below

Save keys

Step 3.2: To remove a key from the user, simply click on the 'remove' button located in the row of the key you wish to delete. There is no need to click on the 'save keys' button.

User details

Keys

Assigned keys

Search:

Key number	Description	Actions
11		<button>Remove</button>

Assign keys

To assign a key (or keys) to this user, please select the key / keys below

Save keys

Please note: user key changes need to be verified by another admin of your company.

4 - User functionalities

Regular users' access to the Accys customer portal functionalities is restricted. They possess the capability to add visits for themselves and include deliveries and pickups as well.

4.1 - Adding a visit

Regular users can only add unguided visits for themselves and do not have the option to bring extra guided visitors.

Step 1: from the main menu, navigate to visits and click on the 'new visit' button.

ACCYS®

Dashboard

Visits

Deliveries

Support

Downloads

Visits

Visits Today

View planned View history **New visit**

No visits have been found for today.

Step 2: fill in the arrival + departure date and the reason for the visit.

Arrival [?]

2023/06/16 12:01

Departure [?]

2023/06/16 15:00

Reason [?]

B **U** **I**

Maintenance work

Create visit

Step 3: click on the 'create visit' button to save the visit.

Reason [?]

B **U** **I**

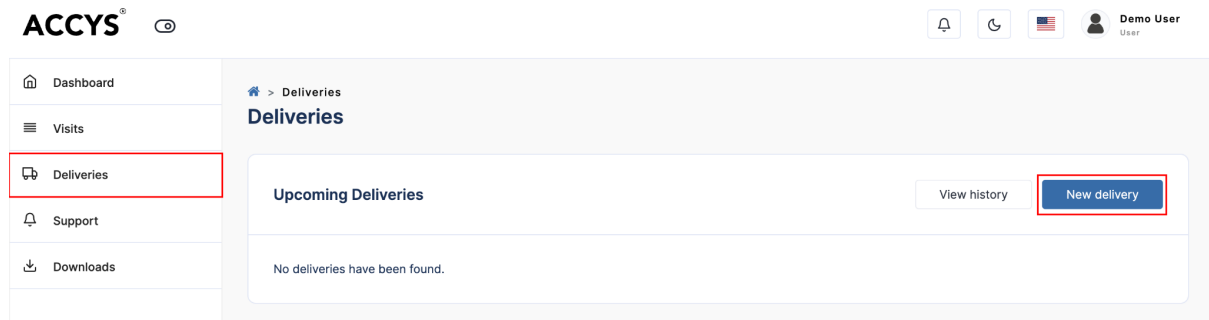
Maintenance work

Create visit

4.2 - Adding a delivery

In order for deliveries to be permitted at the datacenter, they must be added to the Accys customer portal.

Step 1: From the main menu, navigate to deliveries and click on the 'new delivery button.



Step 2: Be sure to fill in the details as thoroughly and precisely as possible, to reduce the chance of security having to decline the package. A tracking number is not obligatory, as long as a code unique to the package is provided. Any additional information can be written in the comments.

Delivery type

Delivery

Delivery date

Enter delivery date

Courier

Enter courier

Number of packages

Enter number of packages

Weight

Enter weight

Tracking number

Enter tracking number

Comments

B **U** **I**

Please note: If you want to schedule a pickup by a 3rd party courier, choose Pickup as a delivery type. These can be handled by QTS when we have access to your package.

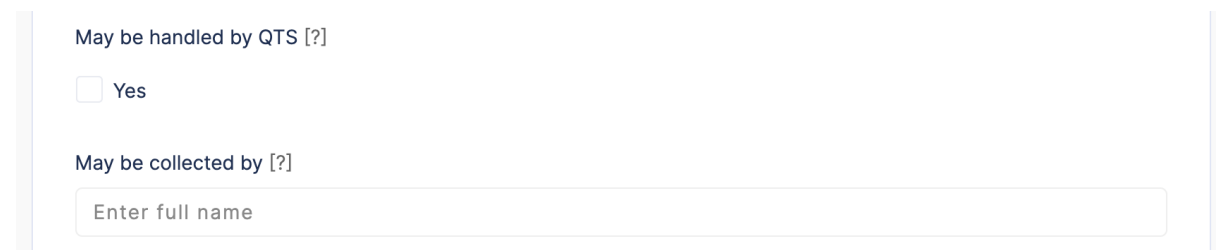
Step 3 - optional: Check the 'loading bay access' checkbox for large packages (i.e. carried by trucks) that will not fit through the front door.

A screenshot of a form section titled "Loading bay access [?]". Below the title is a checkbox that is checked, followed by the text "Yes".

Loading bay access [?]

☒ Yes

Step 4 - optional: Uncheck the 'may be handled by QTS' checkbox if you do not want to authorize QTS to receive the package. When this option is not selected, the person allowed to collect the package (may be collected by field) needs to be present at the time of delivery. This person is also the one authorized to collect the package in the case that QTS handled your delivery. When this option is selected, the package will be placed with security in our storage.

A screenshot of a form section. It contains two labels: "May be handled by QTS [?]" and "May be collected by [?]", each followed by a text input field. The "May be handled by QTS" field has an unchecked checkbox and the text "Yes" next to it. The "May be collected by" field contains the placeholder text "Enter full name".

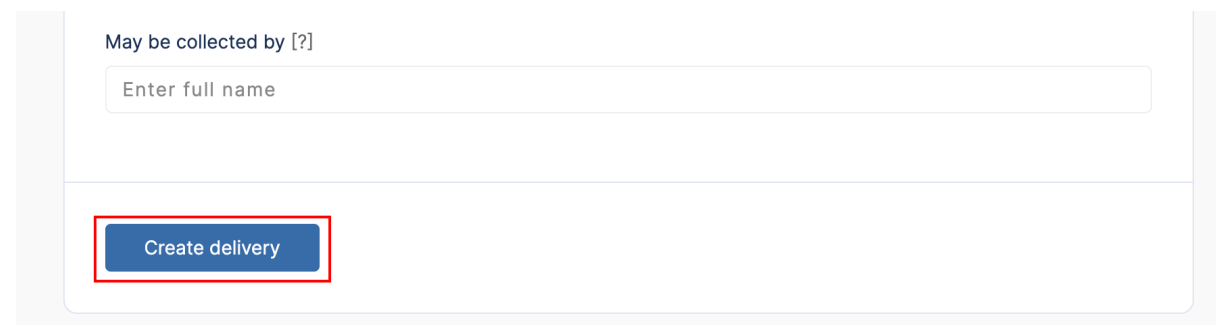
May be handled by QTS [?]

☐ Yes

May be collected by [?]

Enter full name

Step 5: To save the delivery, click on the 'create delivery' button.

A screenshot of a form section. It contains a label "May be collected by [?]" followed by a text input field with the placeholder text "Enter full name". Below this is a blue button with the text "Create delivery", which is highlighted by a red rectangular border.

May be collected by [?]

Enter full name

Create delivery