ACCYS®

User manual

Accys customer portal
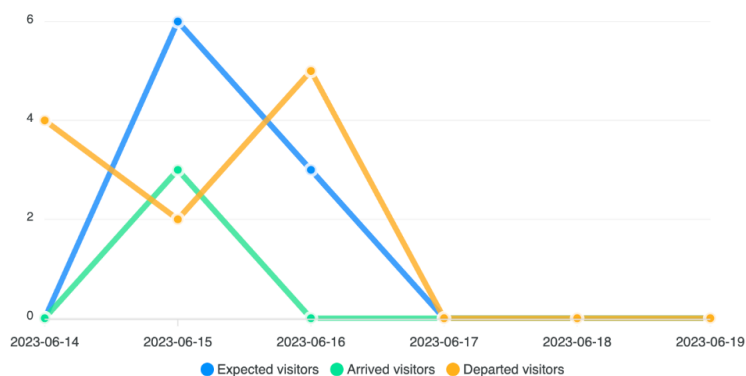
1 - Introduction

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.
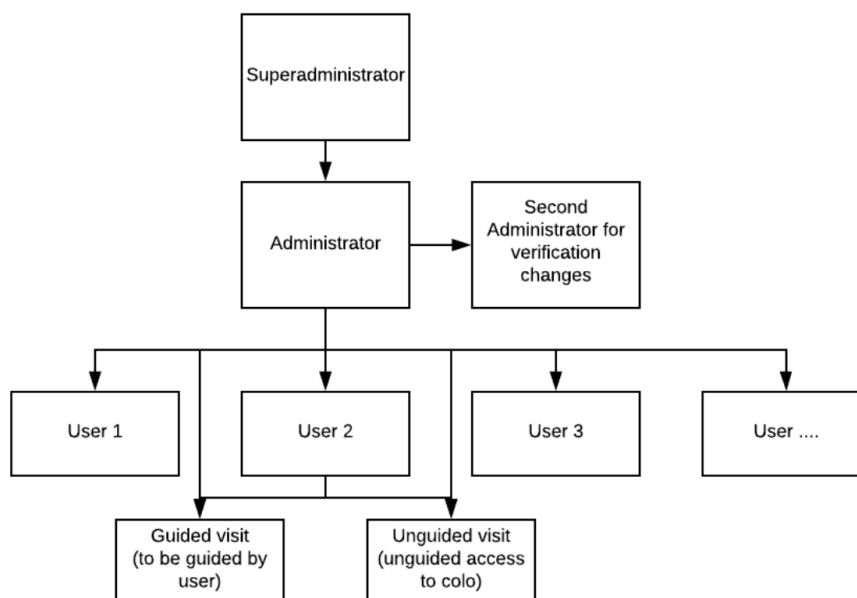
Administrator (User++):

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.

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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**.

Step 2: Fill in the required user information fields.

Email

    Enter email

Companies **1**

    ✕   Zentrys

Zentrys - Role **2**

    User   ▼

Profile image **3**

    Bestand kiezen   Geen bestand gekozen

Passport ID number **4**

    Enter passport ID number

Drivers license number

    Enter drivers license number

ID card number

    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
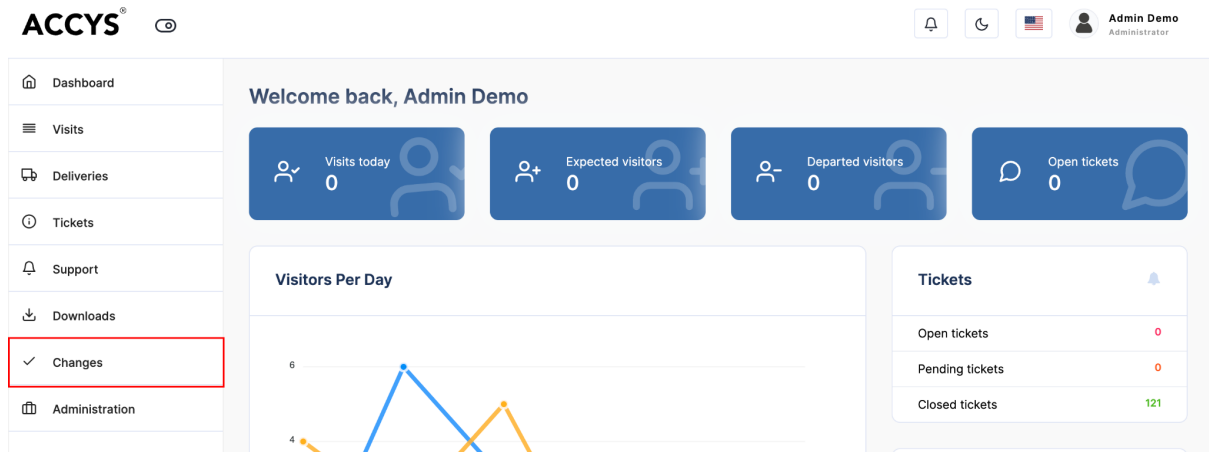
    Create user

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.
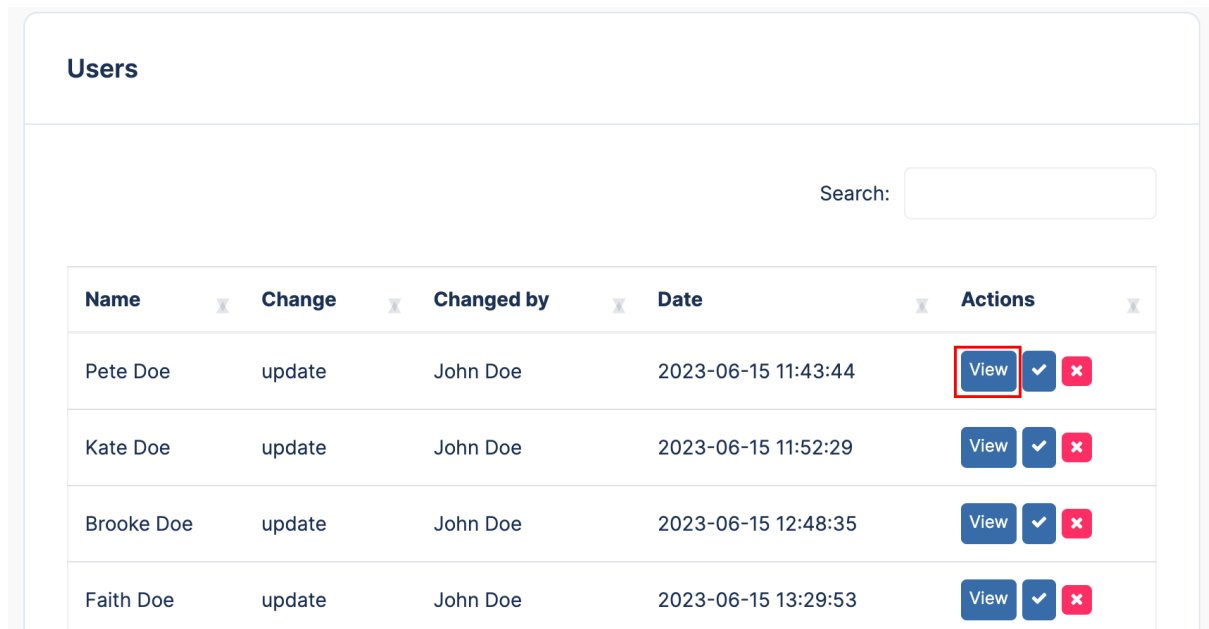
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3.2 - Verifying changes

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

Step 2: Choose a change to verify

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)

✔ Approve   ✖ Reject

Step 4: Approve the change

Profile image

Companies   Zentrys (Administrator)

✔ Approve   ✖ Reject

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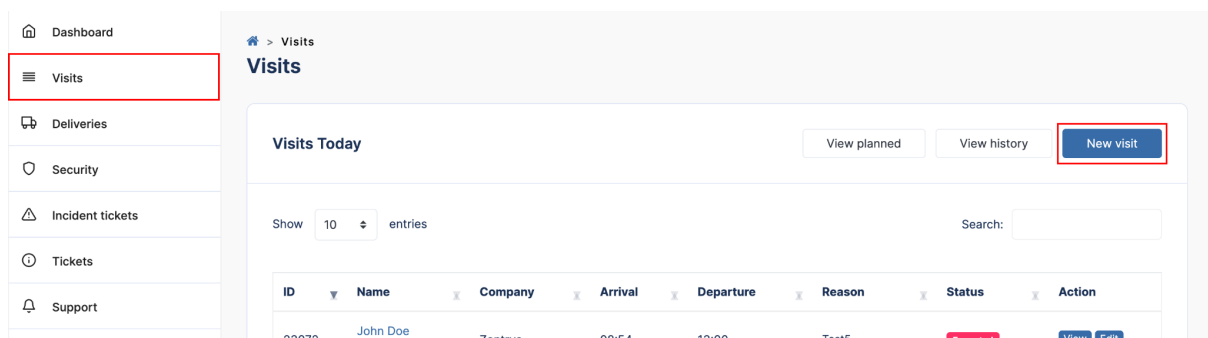
Step 2: Choose either 'Unguided' or 'Guided' from the visit type dropdown

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

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Step 4: Fill in the reason of the visit

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

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

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.

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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.


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

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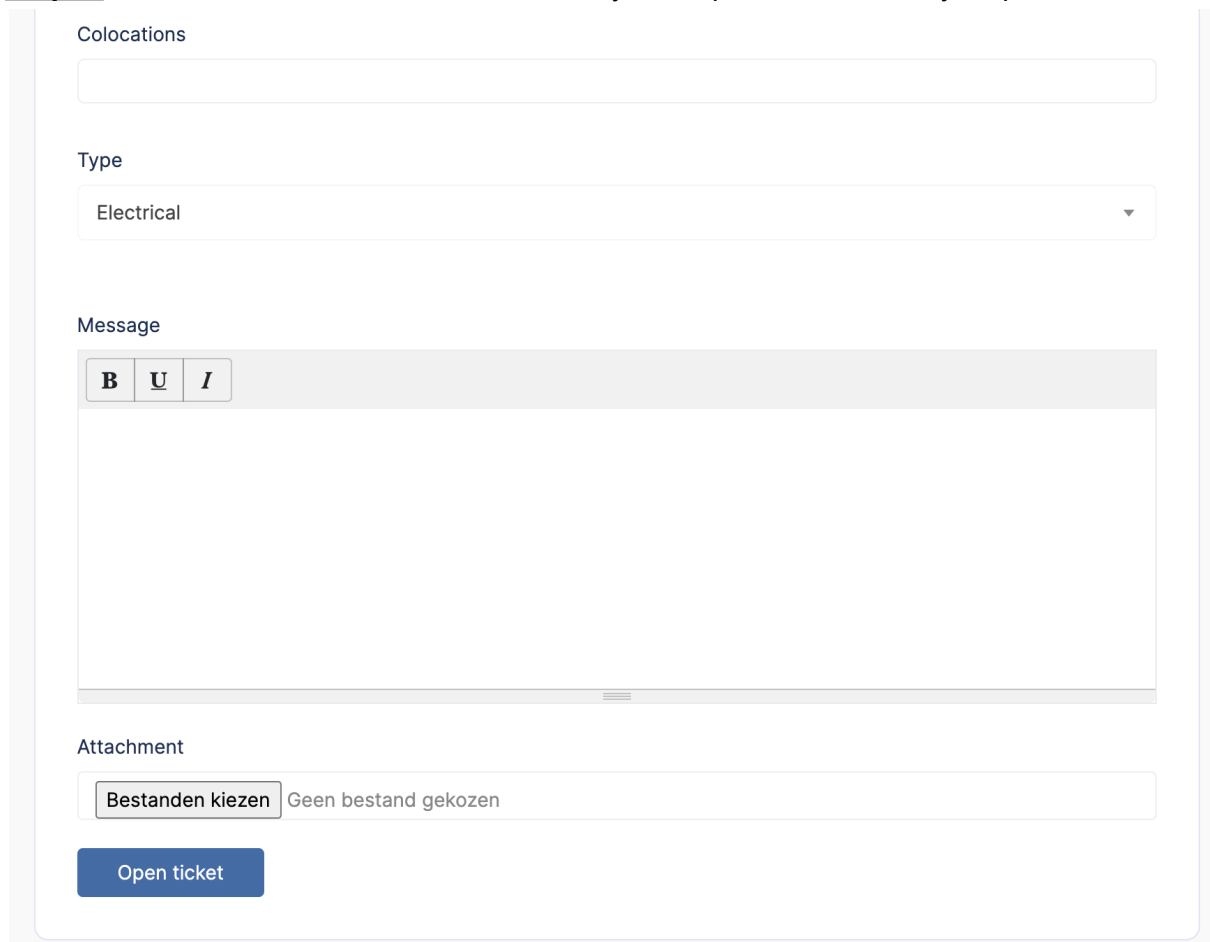
3.4 - Adding a ticket

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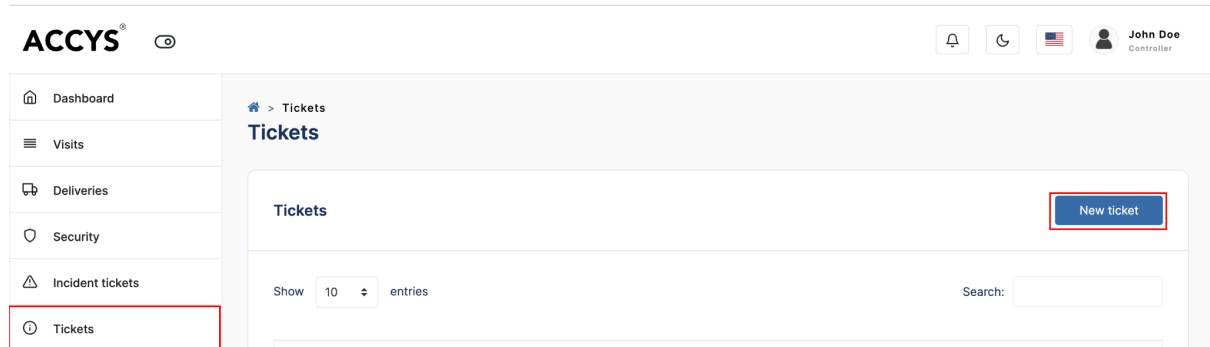
Step 2: Fill in all of the ticket fields to describe your request as accurately as possible.

<u>Step 3:</u> Save the ticket by clicking on the 'open ticket' button

Colocations

Type

Electrical ▼

Message

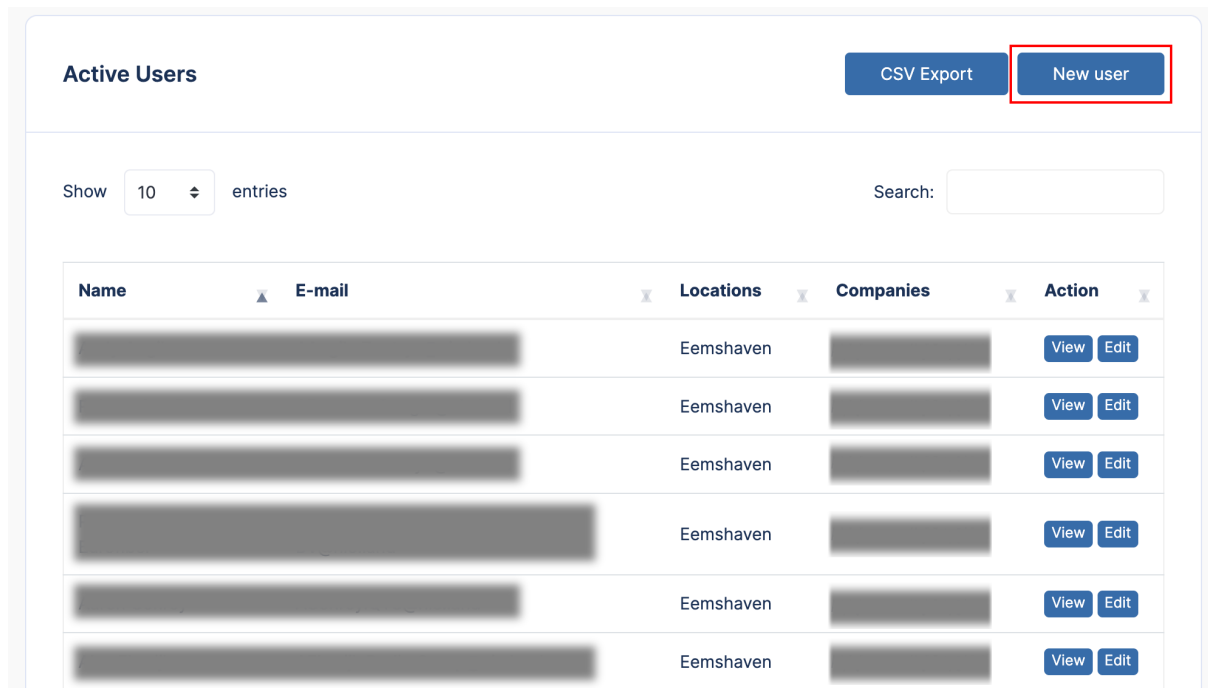| **B** | <u>U</u> | *I* |

Attachment

Bestanden kiezen | Geen bestand gekozen

Open ticket

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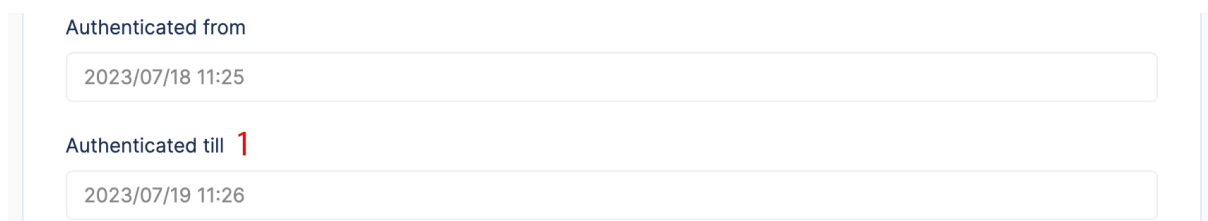
Step 1: From the users tab, locate the user you want to edit in the user list. Use the button (edit) to enter the user settings.

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.
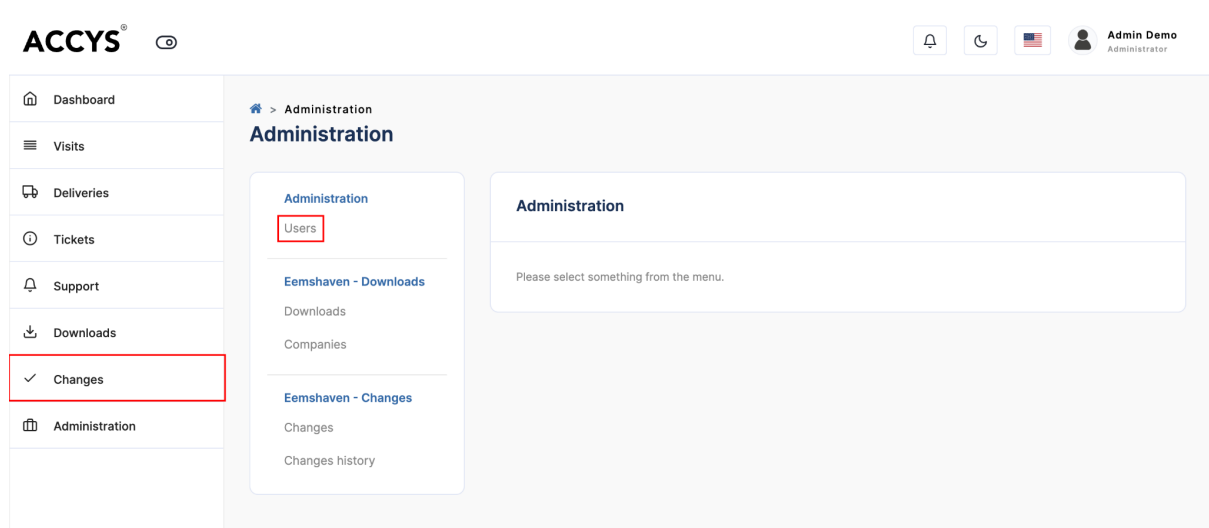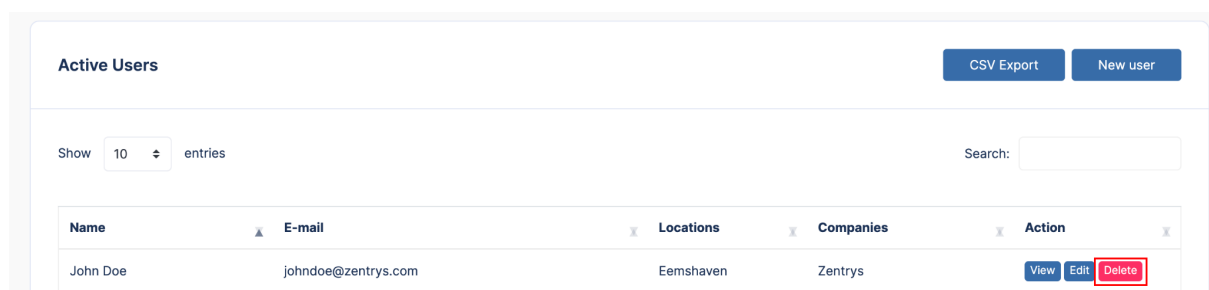
3.6 - Removing a user

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.

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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.

Step 2: Click on the 'Keys' tab

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.

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.

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

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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.

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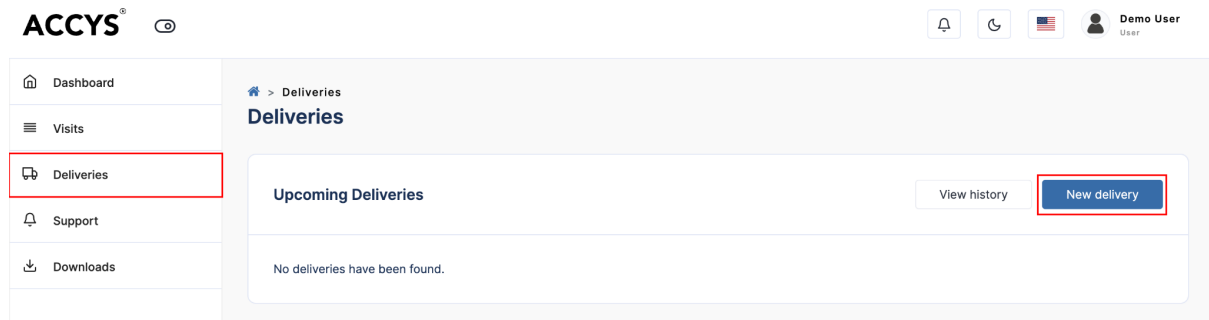

Step 3: click on the 'create visit' button to save the visit.

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.

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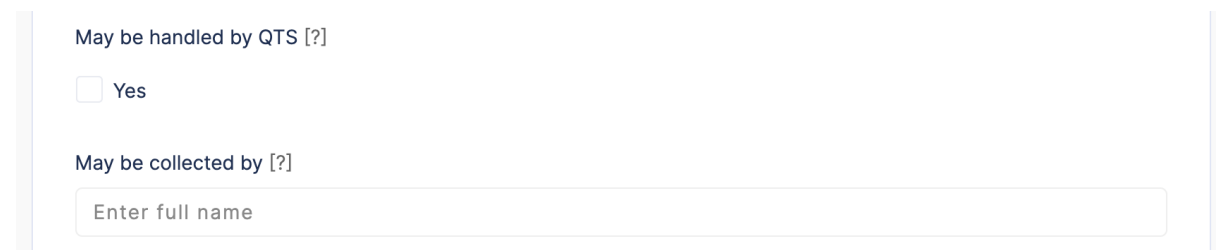
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Step 3 - optional: Check the 'loading bay access' checkbox for large packages (i.e. carried by trucks) that will not fit through the front door.

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.
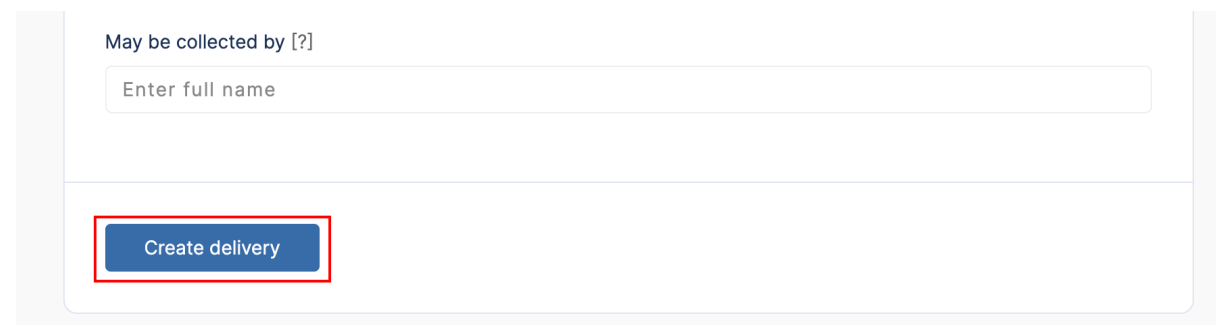
May be handled by QTS [?]

☐ Yes

May be collected by [?]

Enter full name

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

May be collected by [?]

Enter full name

Create delivery

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