



FUNCTIONAL LEARNING DEMO

## How to Enable Trouble Ticket Permissions for SmartKey

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My name is **Edward Nehamkin**, Senior Associate Product Manager for SmartKey and in this video, I'm going to demo how to enable trouble ticket permissions for SmartKey as an administrator on the Equinix Customer Portal (ECP).

Let's jump right in and briefly go over some SmartKey administrator prerequisites:

Once you are officially a customer of SmartKey, your Customer Success Manager will onboard your first Administrator onto the Equinix Customer Portal.

Once an Administrator is onboarded, the admin will have the ability to:

- Manage login credentials to the Equinix Customer Portal
- Modify the user profile on the ECP to update contact information and OTP. (OTP will be used to authenticate the user for phone support once available).
- Access SmartKey assets and establish user permissions to raise trouble tickets.

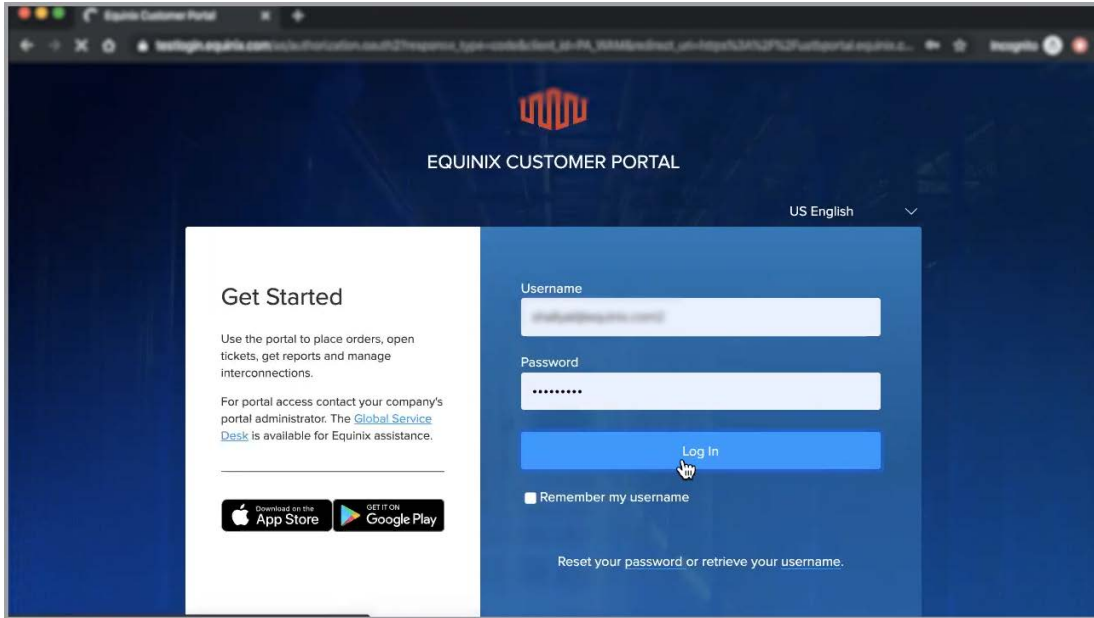
For subsequent users, the Admin user can add new users and assign permissions on a per user basis on Equinix Customer Portal.



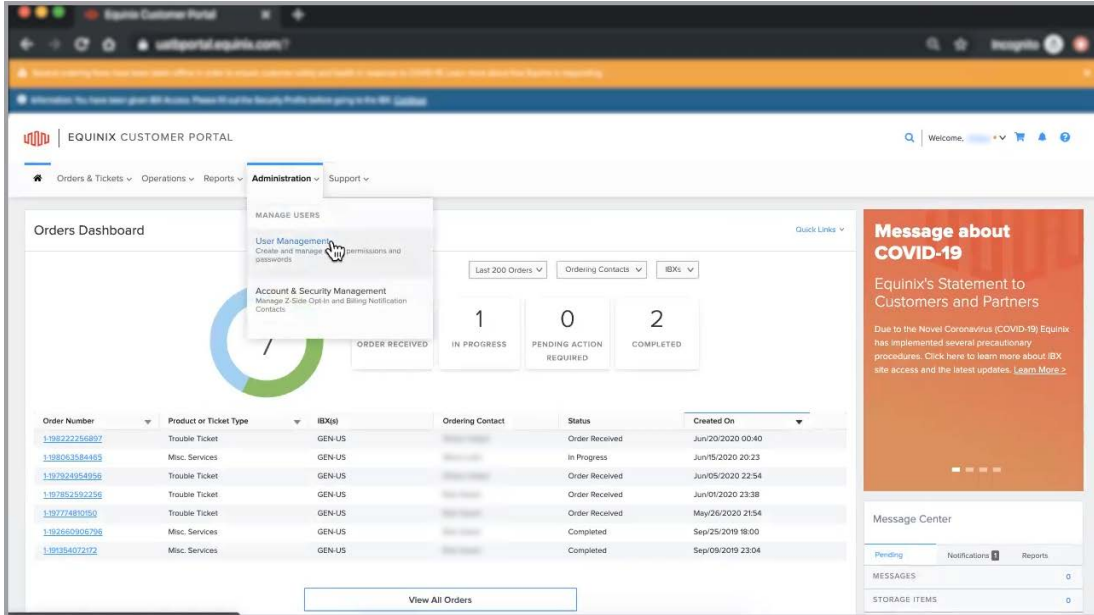
EQUINIX

# HOW TO ENABLE TROUBLE TICKET PERMISSIONS FOR SMARTKEY

To enabling trouble ticket permissions for SmartKey, Log into the Equinix Customer Portal.

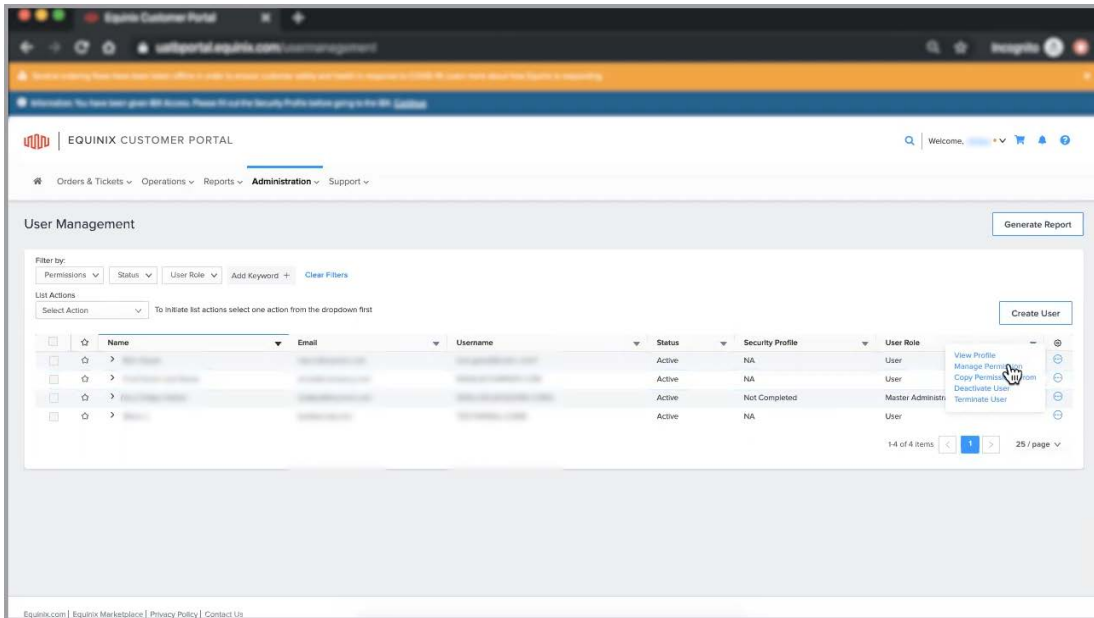


Select "Administration" then click on "User Management".

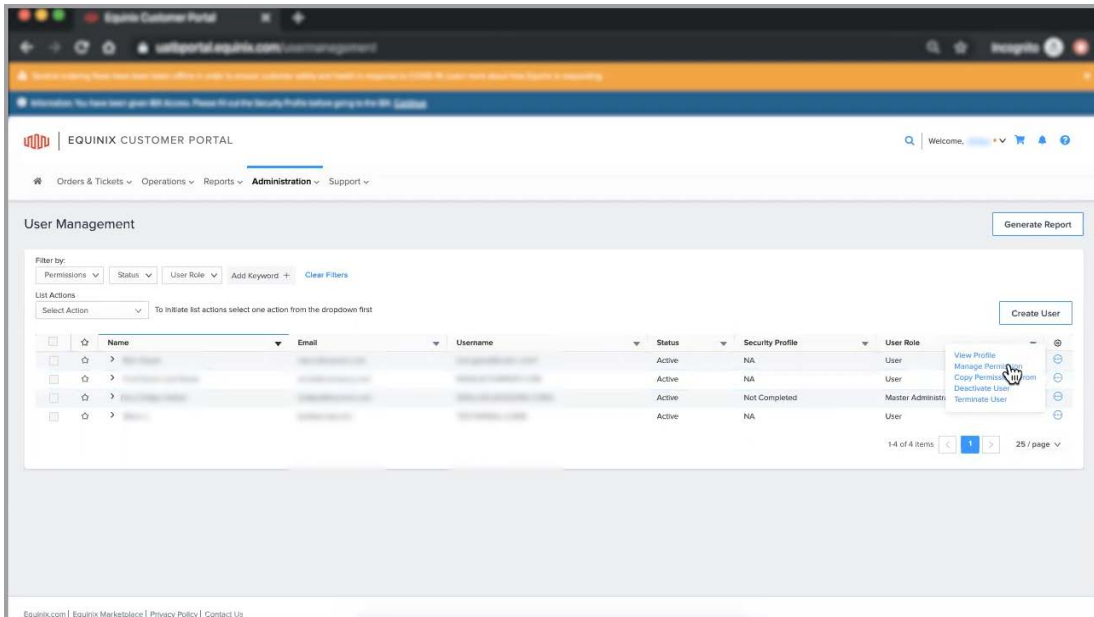


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From here you can view and create new users, or delete existing users by clicking the deactivate or terminate option.

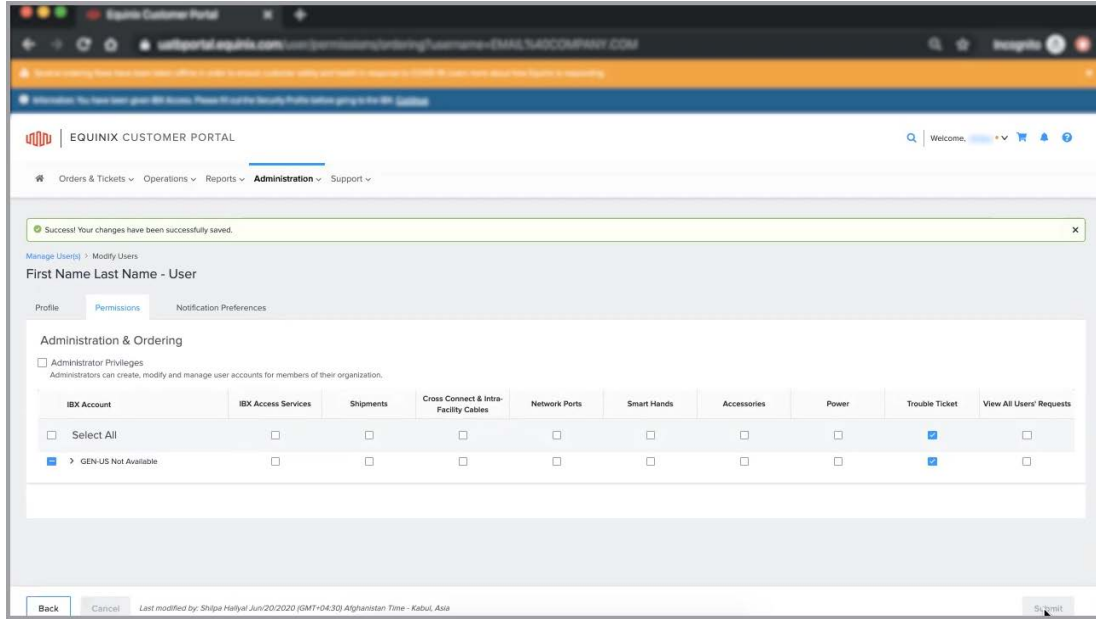


For existing or new users, you can assign permissions by clicking Manage Permissions, then selecting Administration & Ordering.



Turn on trouble ticket permissions by checking it off and clicking submit.

# HOW TO ENABLE TROUBLE TICKET PERMISSIONS FOR SMARTKEY



When the user with granted permissions signs into the ECX Fabric portal, they will now have the ability to create and submit trouble tickets for SmartKey.

This concludes the demo on enabling trouble ticket Permissions for SmartKey as an administrator. For additional resources and information, visit the Smartkey product documentation site.