



FUNCTIONAL LEARNING DEMO

How to Raise SmartKey Trouble Tickets

Release 2020.1

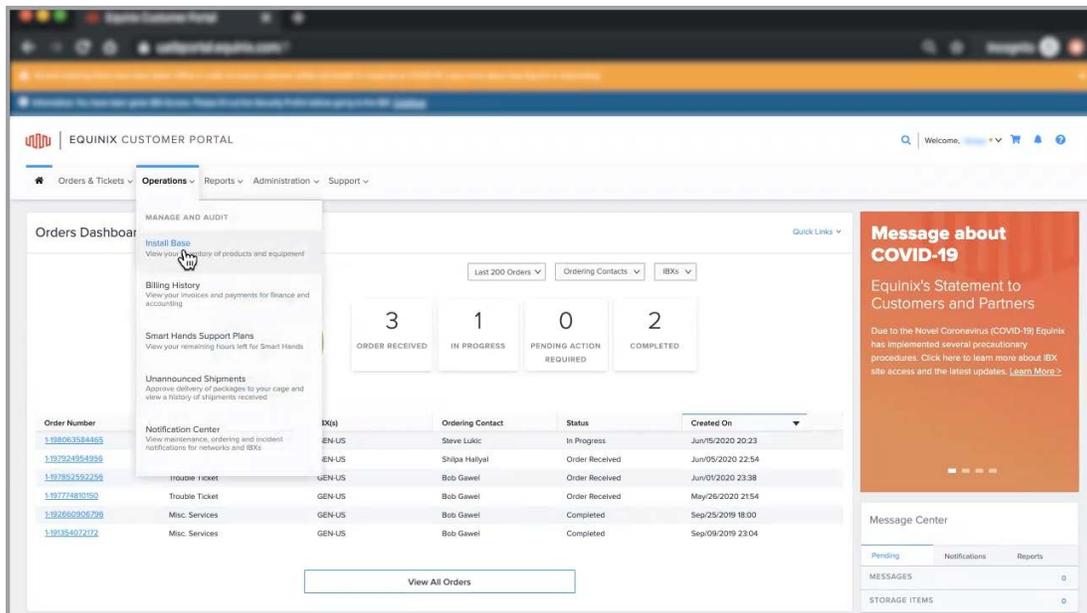
Edward Nehamkin, Senior Associate Product Manager

My name is **Edward Nehamkin**, Senior Associate Product Manager for SmartKey and in this video, I'm going to demo how to raise a Smartkey trouble ticket. Through the course of this video demo, we will cover how to create trouble tickets on the Equinix Customer portal, how to check the status of an open ticket, how to request updates and update existing tickets.

After you have obtained trouble ticket permissions from your administrator through Equinix Customer Portal, you'll have the ability to create and submit trouble tickets.

To get started, Log into the Equinix Customer Portal.

Under the Operations tab select Install-Base. You will see a list of assets you currently own. Keep in mind, the user will need to have install base permissions before accessing the install base page, otherwise, they won't be able to see any assets.





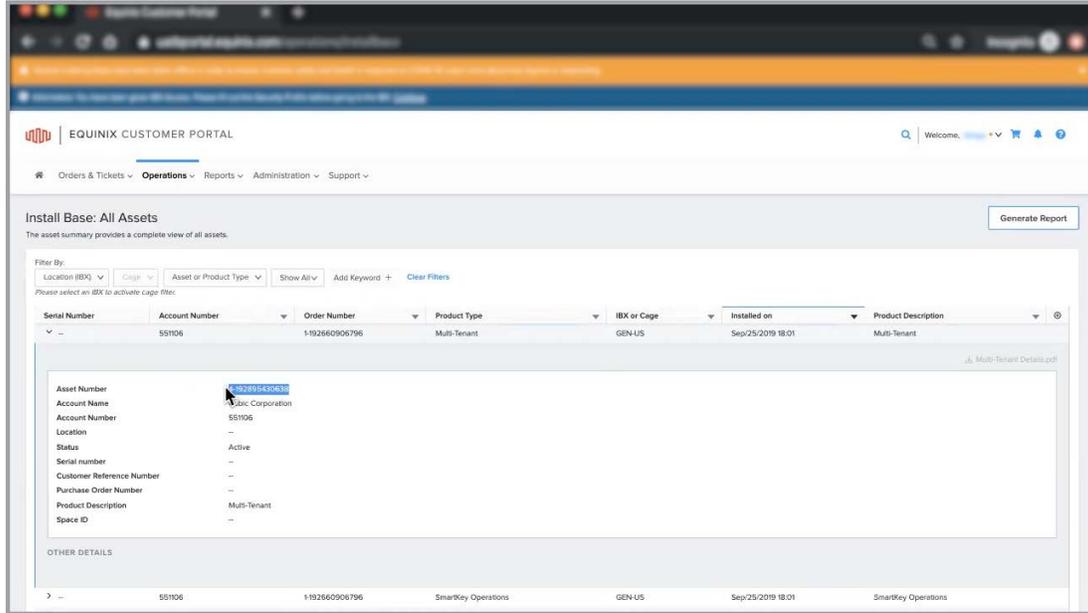
EQUINIX

HOW TO RAISE SMARTKEY TROUBLE TICKETS

If you have install base permissions and still don't see what you're looking for, select "Show All" instead of "Past Year".

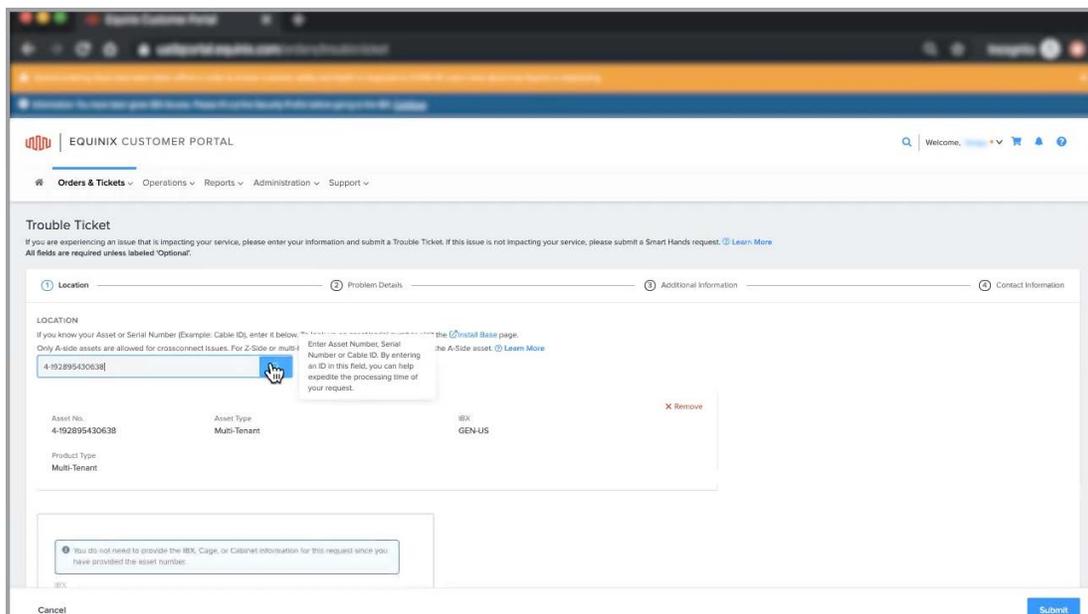
Expand the Serial Number on any line item on the asset to find the Asset ID.

Copy the Asset ID.



Once you have gathered your asset ID, create a trouble ticket against the identified SmartKey asset. Under the Orders and Tickets tab, select Trouble Ticket.

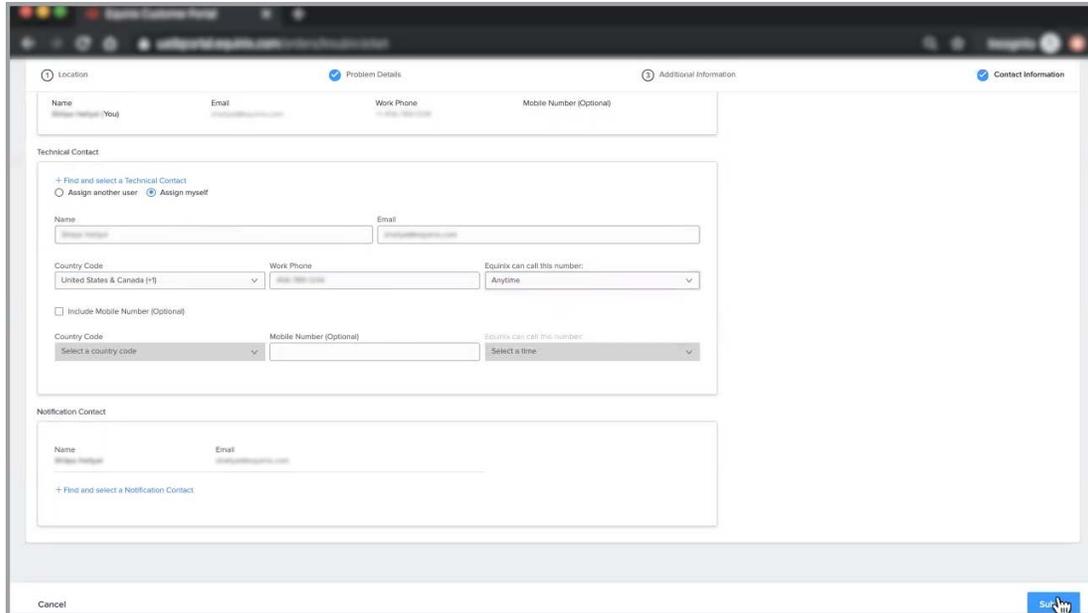
Next, Paste the Asset ID under "Location" and hit the Search icon.



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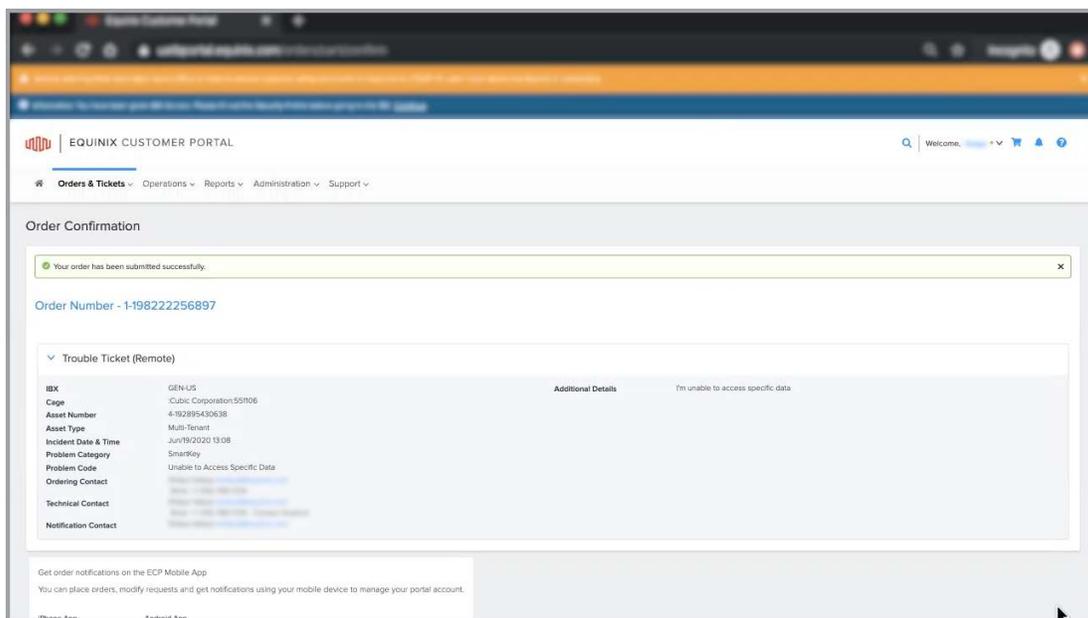
Select SmartKey for Problem Category.

Next, Enter the problem details: including the Date, Problem Description, Technical contact information, notification contact information and click Submit.



The screenshot shows a web form for raising a SmartKey trouble ticket. The form is divided into several sections: 'Location', 'Problem Details', 'Additional Information', and 'Contact Information'. The 'Problem Details' section is active and contains fields for Name, Email, Work Phone, and Mobile Number (Optional). Below this is the 'Technical Contact' section, which includes a dropdown to 'Find and select a Technical Contact', radio buttons for 'Assign another user' and 'Assign myself', and input fields for Name and Email. There are also dropdowns for Country Code (set to 'United States & Canada (+1)'), Work Phone, and Equinix call time (set to 'Anytime'). A checkbox for 'Include Mobile Number (Optional)' is present. The 'Notification Contact' section has input fields for Name and Email, and a dropdown to 'Find and select a Notification Contact'. A 'Submit' button is located at the bottom right of the form.

You will now see the confirmation page with an Order Number for the ticket and you'll receive an email confirmation for your trouble ticket submission.



The screenshot shows the Equinix Customer Portal with a successful order confirmation. The page header includes the Equinix logo and 'EQUINIX CUSTOMER PORTAL'. A navigation menu shows 'Orders & Tickets' as the active tab. A green notification box at the top states 'Your order has been submitted successfully.' Below this, the 'Order Number - 1-19822256897' is displayed. A section titled 'Trouble Ticket (Remote)' contains a table of details:

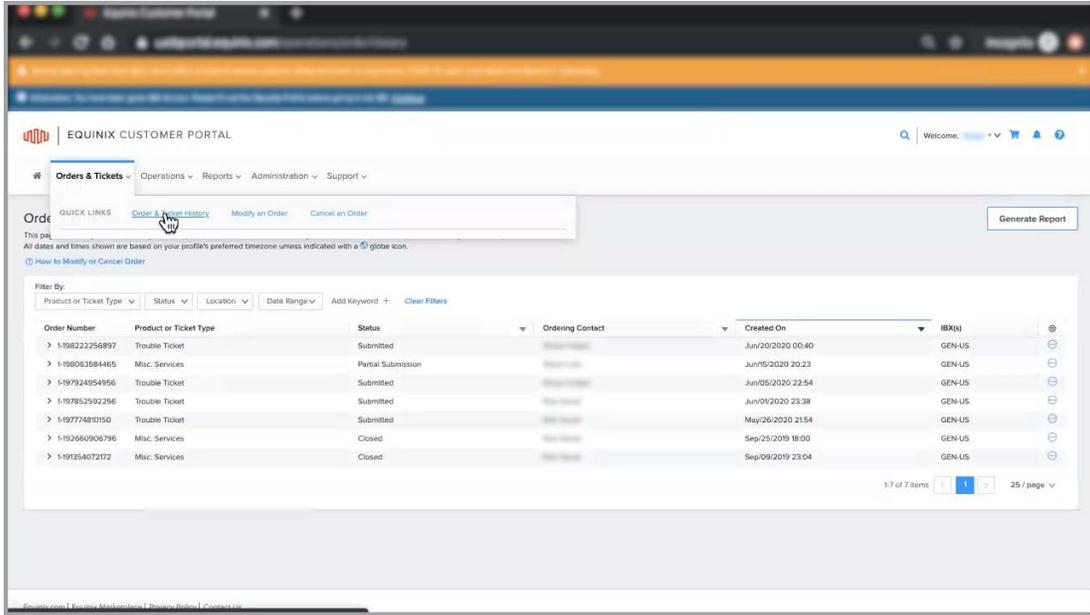
		Additional Details	I'm unable to access specific data
IBX	GEN-US		
Cage	Cubic Corporation 55706		
Asset Number	4-192895430638		
Asset Type	Multi-Tenant		
Incident Date & Time	Jun/19/2020 13:08		
Problem Category	SmartKey		
Problem Code	Unable to Access Specific Data		
Ordering Contact			
Technical Contact			
Notification Contact			

At the bottom, there is a note: 'Get order notifications on the ECP Mobile App. You can place orders, modify requests and get notifications using your mobile device to manage your portal account.' Links for 'iPhone App' and 'Android App' are provided.

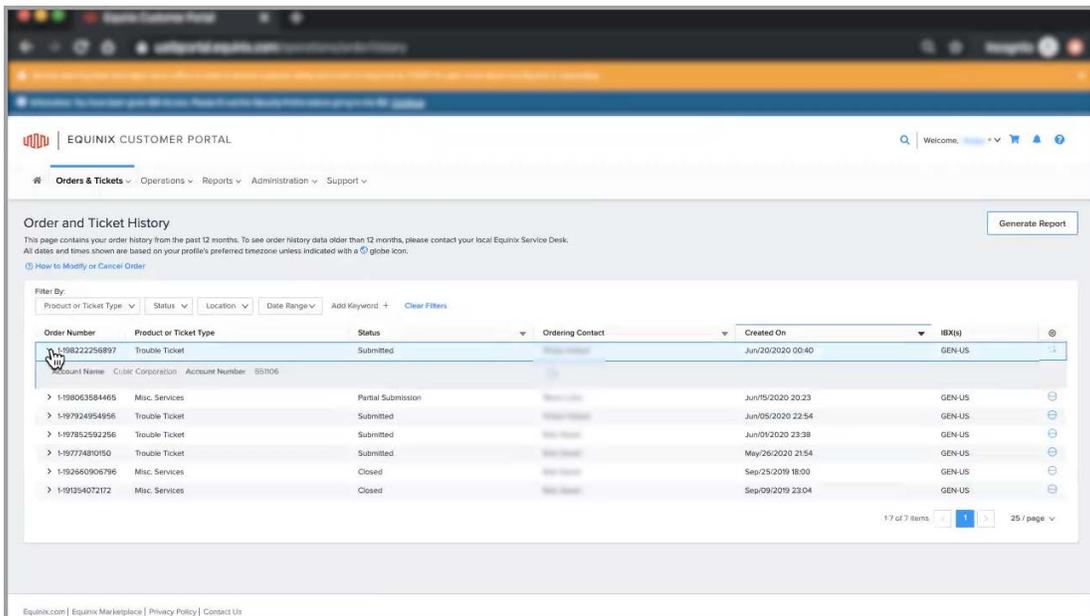
Once a trouble ticket has been submitted, you can also check the status of the ticket, request updates, and update an existing ticket.

To view all Trouble Tickets click on 'Order & Ticket History' under the 'Orders & Tickets' tab.

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Here you'll be able to Modify Orders, Review, and Submit any desired changes to trouble tickets. To view status updates and technician comments simply Expand the Trouble Ticket.



This concludes the demo on raising a trouble ticket for Smartkey. For additional resources and information, visit the Smartkey product documentation site.