



## FUNCTIONAL LEARNING DEMOS

# Equinix Internet Exchange Portal: Ordering Ports with Signature

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**Hello. In this video I'm going to show you how to order an Equinix Internet Exchange port when a signature is required.** If you haven't already, I recommend watching the video for port ordering when a signature is not required: search Equinix internet Exchange Portal, ordering port on YouTube. It shows in detail how to order an IX port. It goes over step by step your options, what they mean, and ends with the scenario when a signature is not required.

The screenshot displays the Equinix Internet Exchange Portal interface. At the top, there's a navigation bar with links for Service, Statistics, Tools, Mobility Exchange, My Profile, Help, and Customer Support. A progress bar indicates the current stage is 'Review', with previous stages being Port Details, Service Details, Connection Details, and Purchase Order & Contact Information. The 'Review' section is divided into three main areas: Port Details, Pricing, and Connection Details. The Port Details section shows fields for Account Name, Account Number, Location (Atlanta), IBX (AT4), Port Speed (100G), Port Interface Type (100G LR4), and Number of Ports (1). The Pricing section shows NRC (\$5000 USD), MRC (\$3000 USD), Billing Agreement Number (Y2219205.AT4), and Total (1st Month) (\$8000 USD). The Connection Details section shows fields for IBX (AT4), Cage/Suite (AT4-02-422110), Connector Type (LC), Port A (Next Available), Port B (Next Available), Cabinet (0401), and Patch Panel (PP040113451968). A 'Print Order Details' button is visible in the Pricing section.

Port Details	
Account Name	
Account Number	
Location	Atlanta
IBX	AT4
Port Speed	100G
Port Interface Type	100G LR4
Number of Ports	1

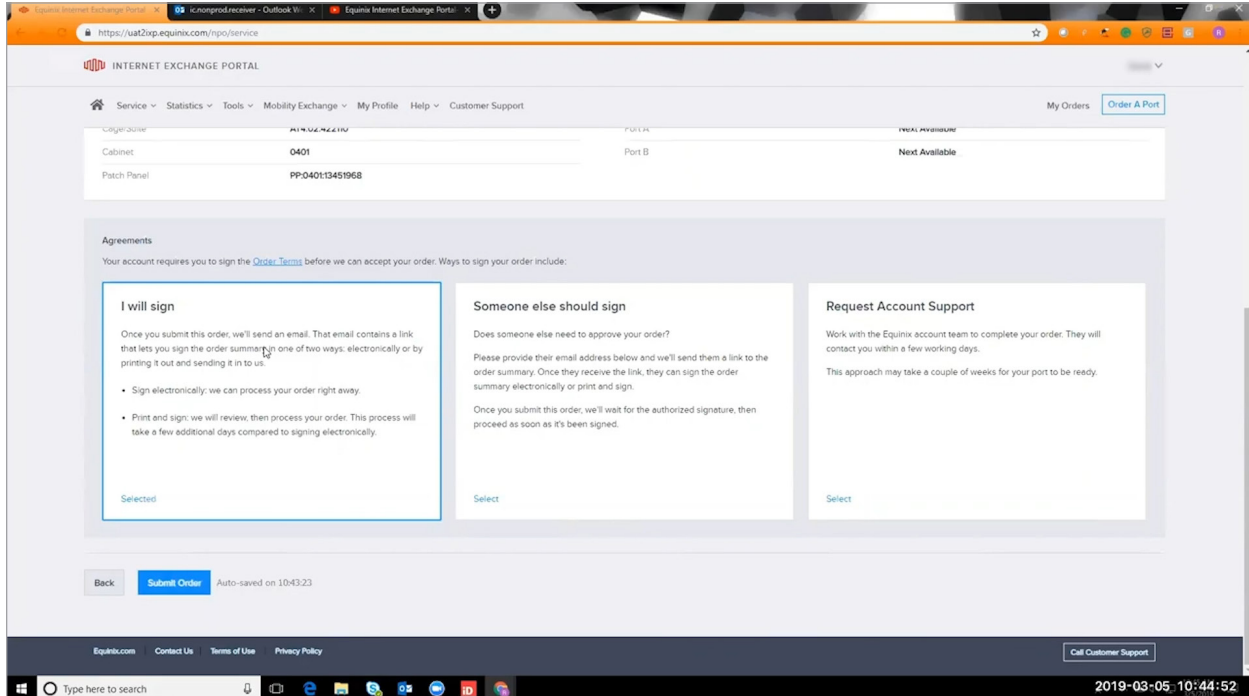
Pricing	
NRC	\$ 5000 USD
MRC	\$ 3000 USD
Billing Agreement Number	Y2219205.AT4
Total (1st Month)	\$ 8000 USD

Connection Details: Port 1	
IBX	AT4
Cage/Suite	AT4-02-422110
Connector Type	LC
Port A	Next Available
Port B	Next Available
Cabinet	0401
Patch Panel	PP040113451968

To speed things up, and to avoid a lot of duplication from the previous video, we're going to pick up this demo for ordering a port at the review stage. So, here we are at the very end, and on this review page we can see port details, pricing summary, connection details and now, when signature was not required you simply acknowledged and submitted. But in this scenario, this user's permissions which is set by the administrator in the Equinix customer portal, has signature is required.

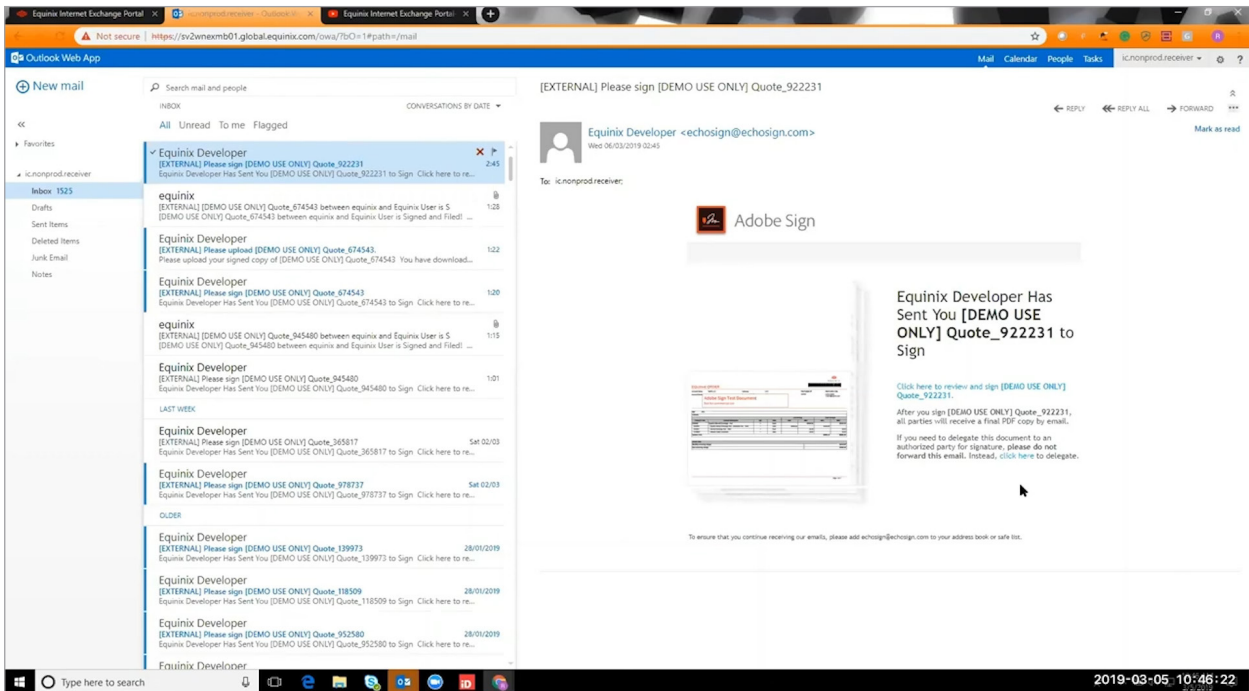
So, on this step, we have three options. I will sign and that can be either an electronic signature or an actual physical wet signature. Someone else would sign. In which case you can enter the email of the approver for this order. Or lastly, you could request account support.

## EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



The screenshot shows the Equinix Internet Exchange Portal interface. At the top, there's a navigation bar with links like Service, Statistics, Tools, Mobility Exchange, My Profile, Help, and Customer Support. Below this, a table displays order details: Category (Cabinet), Port A (0401), Port B (Next Available), and Patch Panel (PP-04013451968). The main section is titled 'Agreements' and contains three columns: 'I will sign', 'Someone else should sign', and 'Request Account Support'. The 'I will sign' column is highlighted with a blue border and contains the text: 'Once you submit this order, we'll send an email. That email contains a link that lets you sign the order summary in one of two ways: electronically or by printing it out and sending it to us.' Below this text are two bullet points: 'Sign electronically: we can process your order right away.' and 'Print and sign: we will review, then process your order. This process will take a few additional days compared to signing electronically.' At the bottom of this column is a 'Selected' button. The 'Someone else should sign' column has a 'Select' button. The 'Request Account Support' column has a 'Select' button. At the bottom of the 'I will sign' column, there are 'Back' and 'Submit Order' buttons, with a note 'Auto-saved on 10:43:23'.

This might be useful if it's your first time, or if there are some things you're just not sure of, but in this last example, it will take more time because an actual person from the sales team will have to get back to you. So for this demo, let's start off with I will sign. Once it's selected, you can submit the order. All right. Success. One step remaining. Now the order has been submitted but because a signature is required, we're going to have to check our email and look up that specific quote. To make it easier to find the email you could either search on this actual quote number, or you can look up the sender.



The screenshot shows an Outlook Web App inbox. The left sidebar shows the 'Inbox' with 1525 items. The main view shows a list of emails. The selected email is from 'Equinix Developer' with the subject '[EXTERNAL] Please sign [DEMO USE ONLY] Quote\_922231'. The email body contains the text: 'Equinix Developer Has Sent You [DEMO USE ONLY] Quote\_922231 to Sign. Click here to re...'. Below this is a large 'Adobe Sign' watermark. The email also includes a link to 'Click here to review and sign [DEMO USE ONLY] Quote\_922231' and a note: 'After you sign [DEMO USE ONLY] Quote\_922231, all parties will receive a final PDF copy by email. If you need to delegate this document to an authorized party for signature, please do not forward this email. Instead, click here to delegate.' The email is dated 'Wed 06/03/2019 02:45'.

# EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



The screenshot shows a web browser window displaying an Adobe Sign document titled "EQUINIX ORDER". The document is a quote for an Equinix Internet Exchange Port. The header includes the Equinix logo and the text "EQUINIX ORDER". Below the header, there is a table with columns for Product Code, Product Description, Qty, UoM, Unit Pricing, and Total Charges. The table lists three items: Equinix Internet Exchange Port, Equinix Internet Exchange Port - Installation Fee - 1000, and Internet Exchange Port - 1000. The total charges are \$3000.00. The document is signed by "Adobe Sign Test Document" and is marked "Not for commercial use". The document is titled "EQUINIX ORDER" and includes a barcode. The document is titled "EQUINIX ORDER" and includes a barcode. The document is titled "EQUINIX ORDER" and includes a barcode.

Product Code	Product Description	Qty	UoM	Unit Pricing	Total Charges
000000	Equinix Internet Exchange Port	1	Each	\$3000.00	\$3000.00
000000	Equinix Internet Exchange Port - Installation Fee - 1000	1	Each	\$0.00	\$0.00
000000	Internet Exchange Port - 1000	1	Each	\$0.00	\$0.00
000000	Network Cable Connection	1	Each	\$0.00	\$0.00
Section Total					\$3000.00

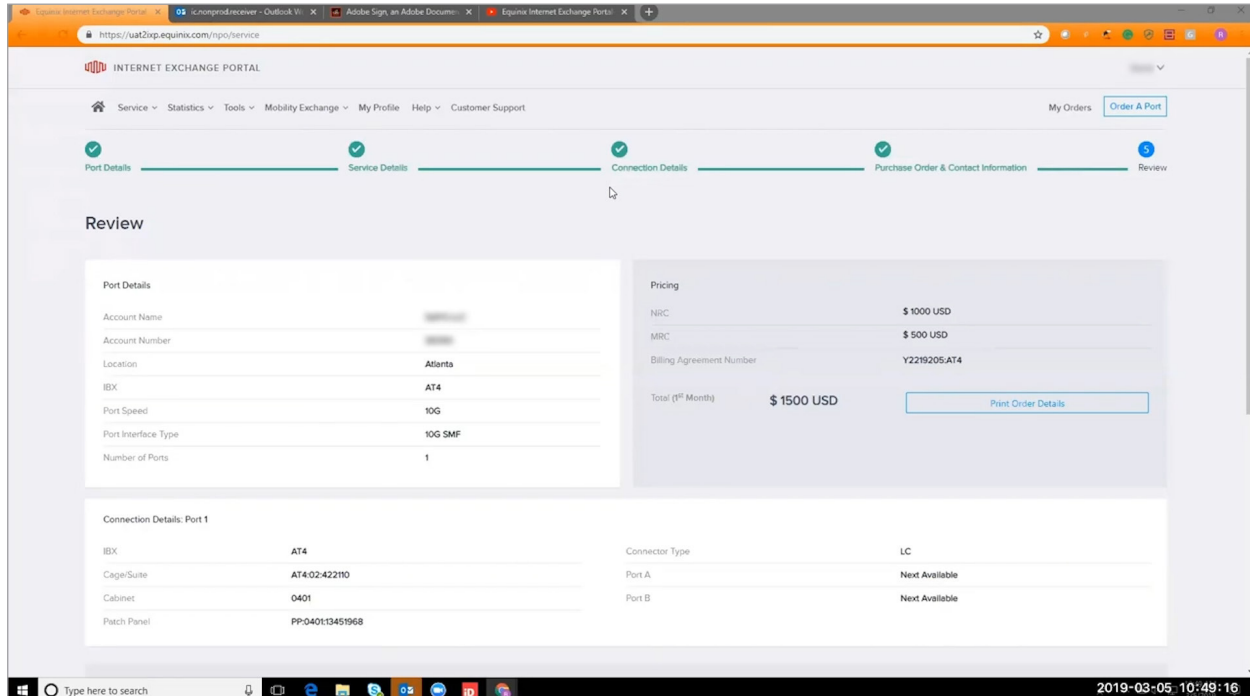
Grand Total: \$3000.00  
Monthly recurring charge: \$0.00  
Non-recurring charge: \$0.00

The next thing you can do is view this order on your Order History. In the submitted orders tab, we can now see the order which is in process. So this is in process, let's go and check our email. Here the email has already come through, because it's the same quote number. Now you can see there is an Adobe signed document. You can either click here to review and sign.

Now, if you have a last-minute change of mind that you would like to delegate to someone else, you can do that by clicking here instead of forwarding the email. So let's continue with the option of signing it

The screenshot shows the same Adobe Sign document as before, but with a signature overlay. The overlay is a white box with a red Adobe Sign logo and the text "Type your signature here". There are also buttons for "Close" and "Apply". The document is titled "EQUINIX ORDER" and includes a barcode. The document is titled "EQUINIX ORDER" and includes a barcode.

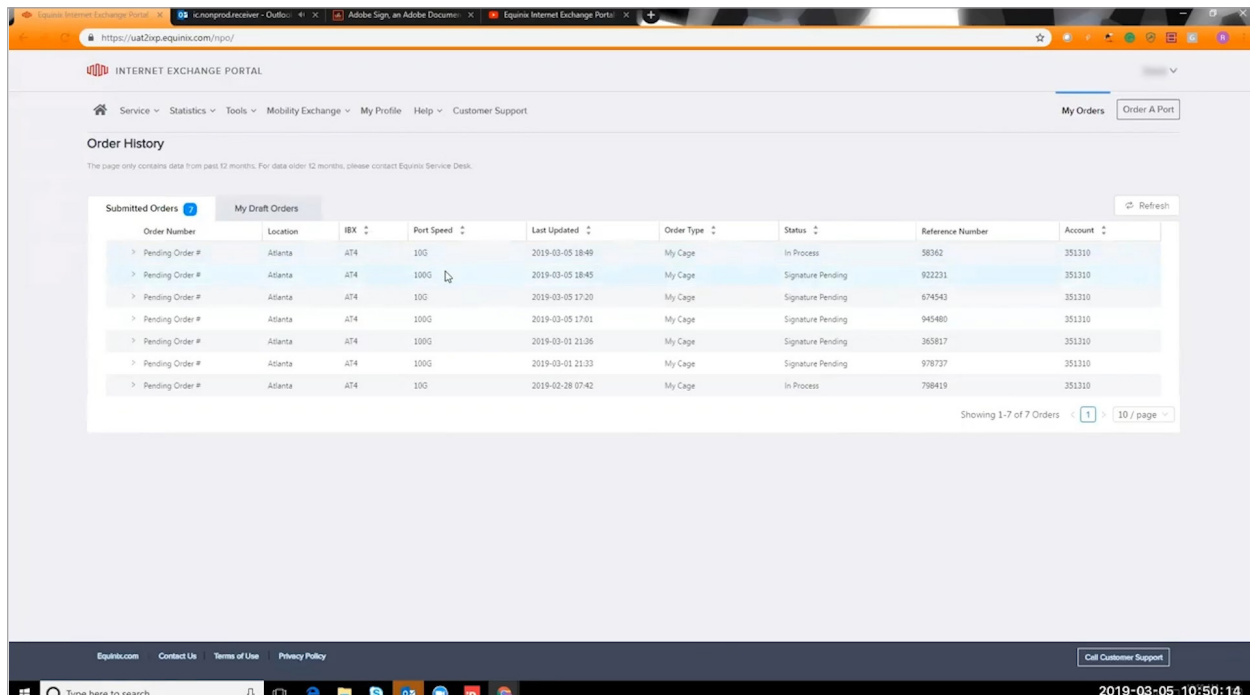
# EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



The screenshot shows the 'Review' page in the Equinix Internet Exchange Portal. The page has a navigation bar with links like Service, Statistics, Tools, Mobility Exchange, My Profile, Help, and Customer Support. Below the navigation bar, there's a progress bar with five steps: Port Details, Service Details, Connection Details, Purchase Order & Contact Information, and Review (the current step). The main content area is divided into two columns. The left column contains 'Port Details' with fields for Account Name, Account Number, Location (Atlanta), IBX (AT4), Port Speed (10G), Port Interface Type (10G SMF), and Number of Ports (1). The right column contains 'Pricing' with fields for NRC (\$1000 USD), MRC (\$500 USD), Billing Agreement Number (Y2219205.AT4), and Total (1st Month) (\$1500 USD). Below these, there's a 'Print Order Details' button. At the bottom, there's a 'Connection Details: Port 1' section with fields for IBX (AT4), Cage/Suite (AT4-02-422110), Cabinet (0401), Patch Panel (PP-0401C13451968), Connector Type (LC), Port A (Next Available), and Port B (Next Available).

ourselves. We click on the link, it takes us to the Adobe Sign tool. You have an opportunity to review your order, and you can scroll down and here it clearly says Click Here To Sign. So in this case I'm going to do an electronic signature. I'll click there. I'm going to go ahead and type in my name, in this case I'll say Equinix user, and apply.

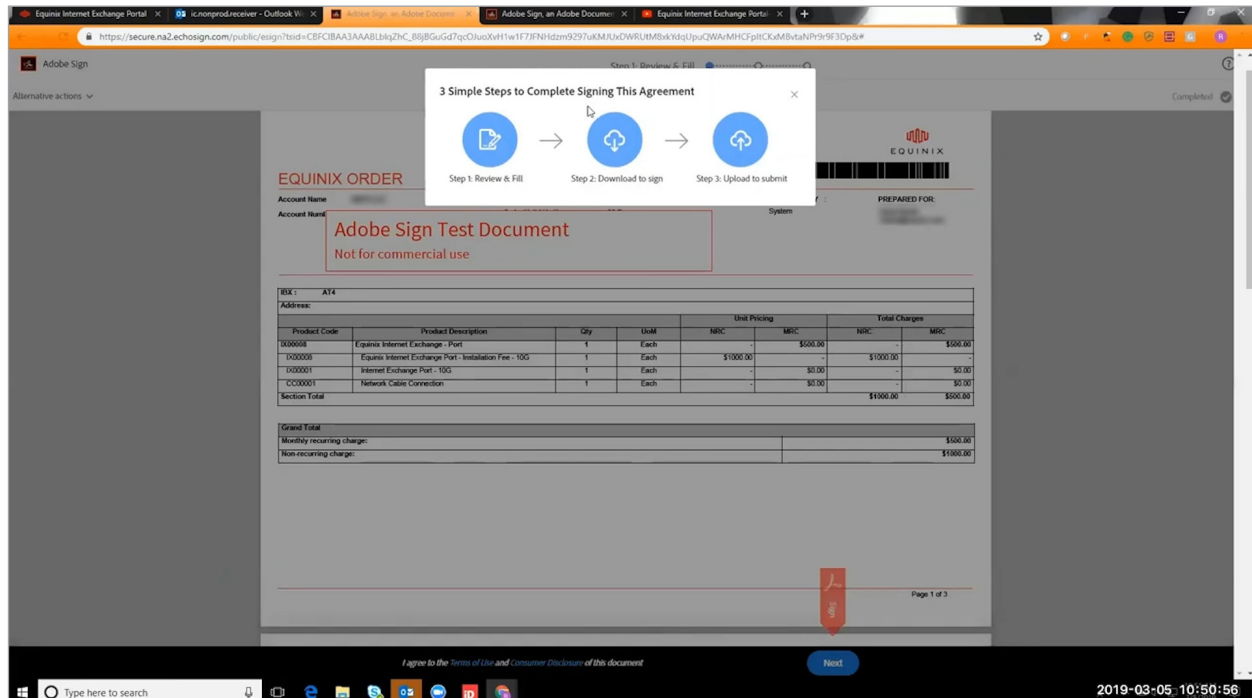
Now as you can see the instructions here, we've entered the name, so we're going to click to sign. Alright, it has been signed electronically. You have the option of downloading a copy. Alternatively, you will re-



The screenshot shows the 'Order History' page in the Equinix Internet Exchange Portal. The page has a navigation bar with links like Service, Statistics, Tools, Mobility Exchange, My Profile, Help, and Customer Support. Below the navigation bar, there's a 'My Orders' button and an 'Order A Port' button. The main content area is titled 'Order History' and includes a note: 'The page only contains data from past 12 months. For data older 12 months, please contact Equinix Service Desk.' Below this, there's a table with columns: Order Number, Location, IBX, Port Speed, Last Updated, Order Type, Status, Reference Number, and Account. The table lists several orders, including 'Pending Order #' and 'Submitted Orders'. The bottom of the page shows a footer with links like Equinix.com, Contact Us, Terms of Use, Privacy Policy, and a 'Call Customer Support' button.

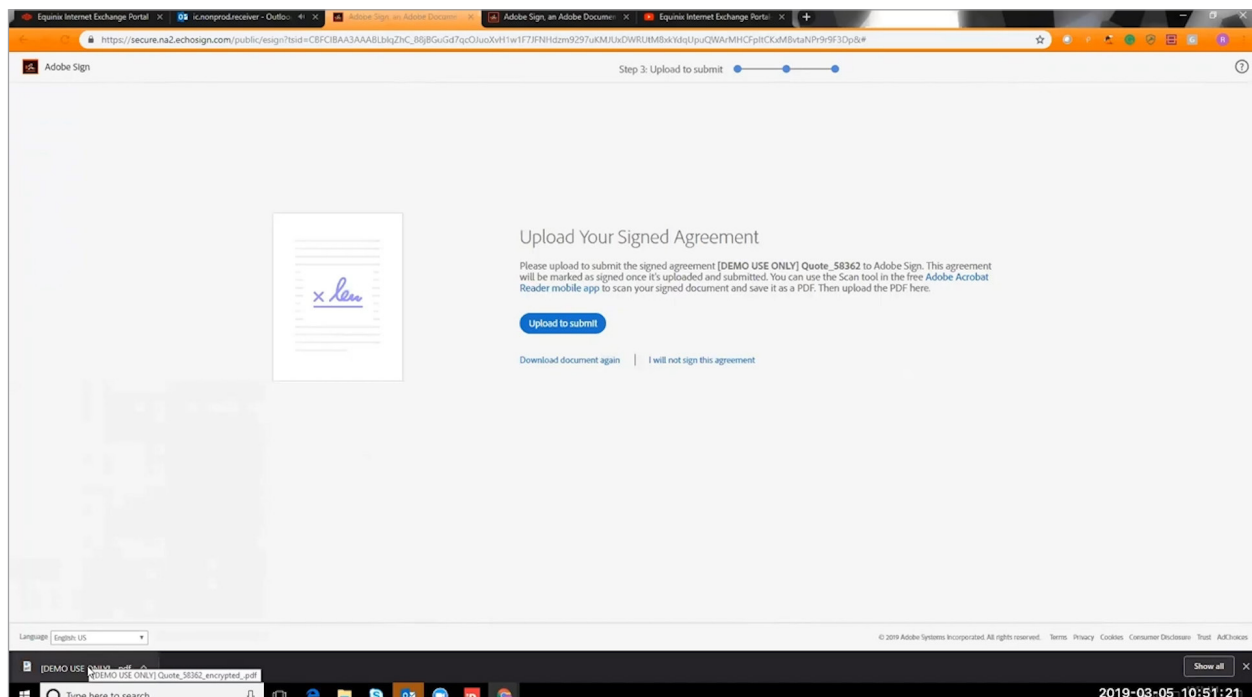
Order Number	Location	IBX	Port Speed	Last Updated	Order Type	Status	Reference Number	Account
> Pending Order #	Atlanta	AT4	10G	2019-03-05 18:49	My Cage	In Process	58362	351310
> Pending Order #	Atlanta	AT4	100G	2019-03-05 18:45	My Cage	Signature Pending	922231	351310
> Pending Order #	Atlanta	AT4	10G	2019-03-05 17:20	My Cage	Signature Pending	674543	351310
> Pending Order #	Atlanta	AT4	100G	2019-03-05 17:01	My Cage	Signature Pending	945480	351310
> Pending Order #	Atlanta	AT4	100G	2019-03-01 21:36	My Cage	Signature Pending	365817	351310
> Pending Order #	Atlanta	AT4	100G	2019-03-01 21:33	My Cage	Signature Pending	978737	351310
> Pending Order #	Atlanta	AT4	10G	2019-02-28 07:42	My Cage	In Process	798419	351310

# EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE

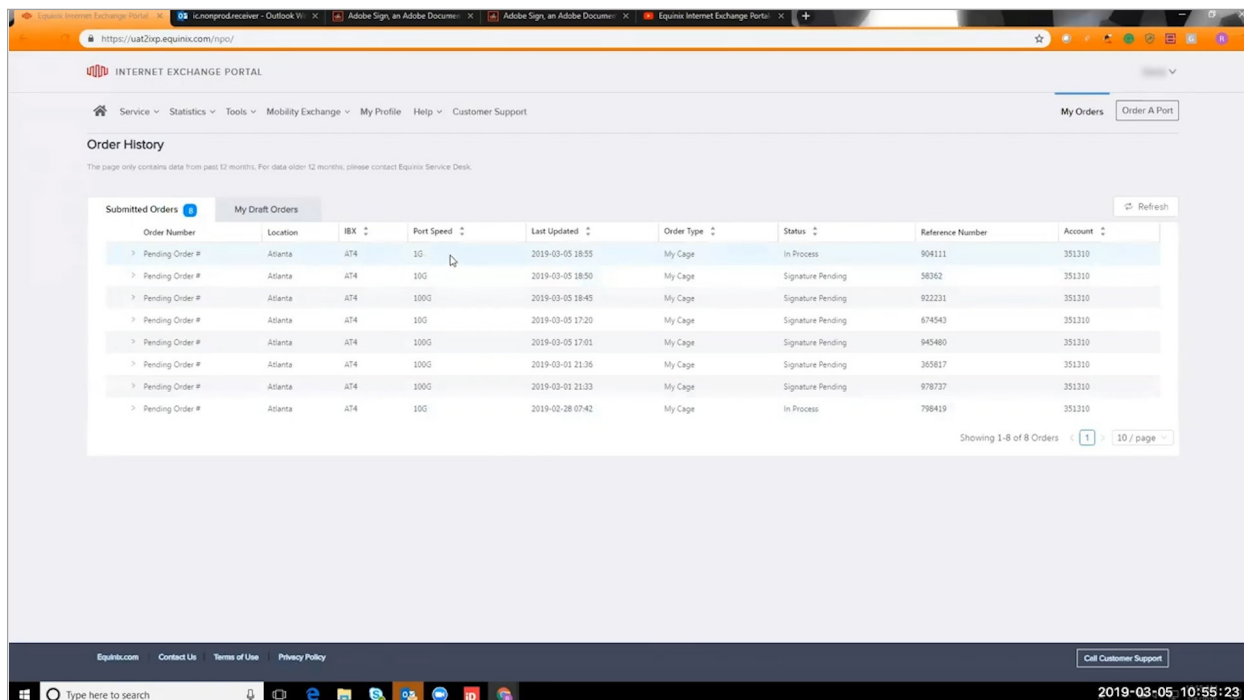


ceive an e-mailed copy of the signed quote. Now at this point, you can go back to your portal to check on the status. I'll click refresh, and here you see it just changed from pending to signature pending.

Now, I have fast forwarded to yet another order. And I'm going to demonstrate the option where a signature is required but instead of an electronic signature, we're going to download a copy, print it, do a wet signature, and upload it. To speed things up, I went ahead and ordered another port. We're in the final review stage, and as mentioned we're going to select I will sign, in this case from a new physical



signature we'll submit the order. Success once again, so as before, and we can check out our My Orders tab. You can see this is the one I just created. I've got a 10Gb port versus a 100Gb, so it's easy for me to verify the difference. Of course, it's a different quote number and reference number. So let us now check the email. It's already come through. In this case, just like before I'm going to click here to sign.



The screenshot shows the Equinix Internet Exchange Portal interface. The top navigation bar includes links for Service, Statistics, Tools, Mobility Exchange, My Profile, Help, and Customer Support. The main content area is titled "Order History" and displays a table of submitted orders. The table has columns for Order Number, Location, IBX, Port Speed, Last Updated, Order Type, Status, Reference Number, and Account. The first row shows a pending order for a 10Gb port in Atlanta, with a status of "In Process". The second row shows a pending order for a 100Gb port in Atlanta, with a status of "Signature Pending".

Order Number	Location	IBX	Port Speed	Last Updated	Order Type	Status	Reference Number	Account
Pending Order #	Atlanta	AT4	10G	2019-03-05 18:55	My Cage	In Process	904111	351310
Pending Order #	Atlanta	AT4	10G	2019-03-05 18:50	My Cage	Signature Pending	38362	351310
Pending Order #	Atlanta	AT4	100G	2019-03-05 18:45	My Cage	Signature Pending	822231	351310
Pending Order #	Atlanta	AT4	10G	2019-03-05 17:20	My Cage	Signature Pending	674543	351310
Pending Order #	Atlanta	AT4	100G	2019-03-05 17:01	My Cage	Signature Pending	945480	351310
Pending Order #	Atlanta	AT4	100G	2019-03-01 21:36	My Cage	Signature Pending	365817	351310
Pending Order #	Atlanta	AT4	100G	2019-03-01 21:33	My Cage	Signature Pending	978737	351310
Pending Order #	Atlanta	AT4	10G	2019-02-28 07:42	My Cage	In Process	798419	351310

Now however, instead of just doing a electronic signature, I'm going to go to the pull-down menu in the upper left, and I will select print sign and upload. Now we simply follow the step-by-step instructions. We're going to print sign and upload. We'll continue. Again, it's just more clarity on what happens step-by-step. So we're going to click Next. We download the document. Use Enter the Name. So I'm just gonna go ahead and enter this. Download. Alright now, I will go to my downloads folder, and here we see the Equinix order, you can review it for details. You can go ahead and print it out. Once it's printed, you can actually do a physical signature, and then once you've done that, we can go back and upload the document. I'm going to go ahead and upload the document that I physically printed out and signed. So you can see it is uploading the document to the Adobe sign tool, and success. We successfully sign the agreement.

We can go back to our portal, and it may take a few minutes but let's refresh. And it was pretty quick this time. So you can see the status changed to signature pending. All right, now just to round out the demo, I had fast forwarded to ordering another port. Now we're on the final review stage, and in this case I just wanted to show that you could either select Request Account Support. It will take time because someone from the account team or sales will get back to you. Or you can still pursue the signature option. In this case though rather than yourself being the signature, you can have someone else, perhaps in your organization you have another person that is delegated for approving orders. You

## EQUINIX INTERNET EXCHANGE PORTAL: ORDERING PORTS WITH SIGNATURE



can enter in that user name, and they will receive the same order through the Adobe Sign tool as was shown before. Success. And again, it should show up in the My Orders tab. The order is in process.

**Hope you've enjoyed this demo, and feel free to reach out to Equinix for any questions or support. Thank you.**