

ETIX EVERYWHERE

CUSTOMER TICKETING PLATFORM

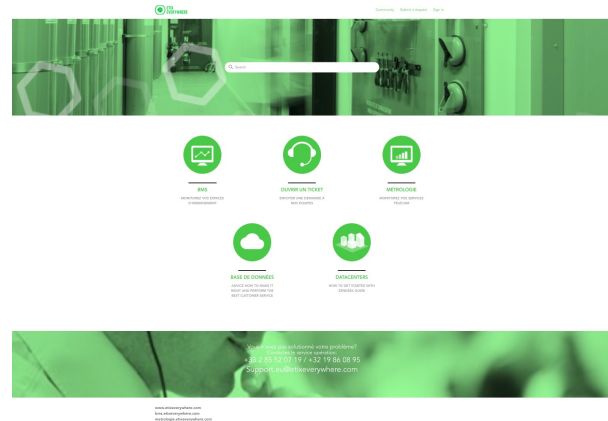


ETIX EVERYWHERE
Smart Data Centers

TICKETING PLATFORM

This platform allows

- Sending requests to our technical and sales teams,
- Access to all the monitoring tools for our DCs and our telecom network,
- To consult a database with all information concerning our datacenters.




This platform can be accessed via the url: <https://support.etixeverywhere.com/hc/en-us>


LOGIN

If the email address on your account is linked to a Google or Microsoft account, you can log in via these platforms.

Sign in to Etix Everywhere EU

[Switch to agent sign-in >](#)

 Sign in with Google

 Sign in with Microsoft

Email

Password

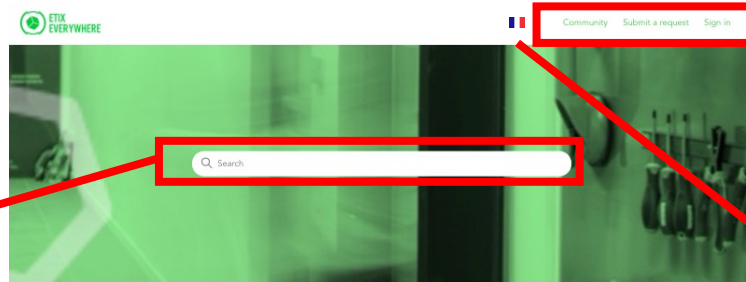
[Forgot password?](#)

Sign in

Enter your account email address and password.

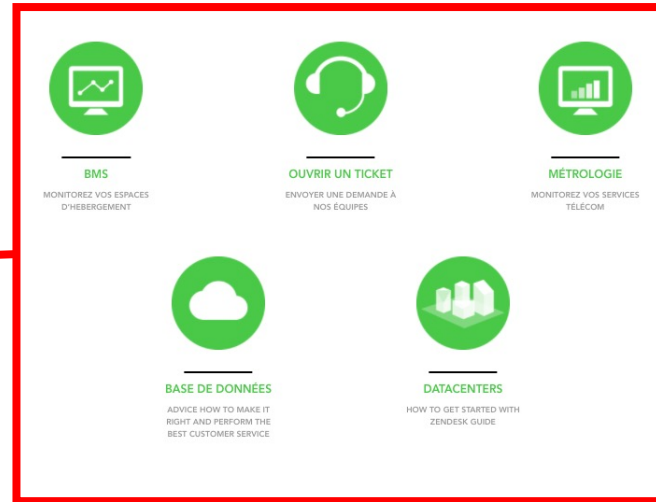
When you log in for the first time, if you did not receive an activation e-mail, click on "Forgot your password" and enter your email address.

HOME PAGE



Searching bar

Personal area and Access to your current tickets (see page 11)



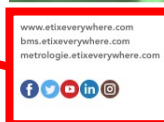
Menu (see page 6)

Language Selection (ENG/FR)

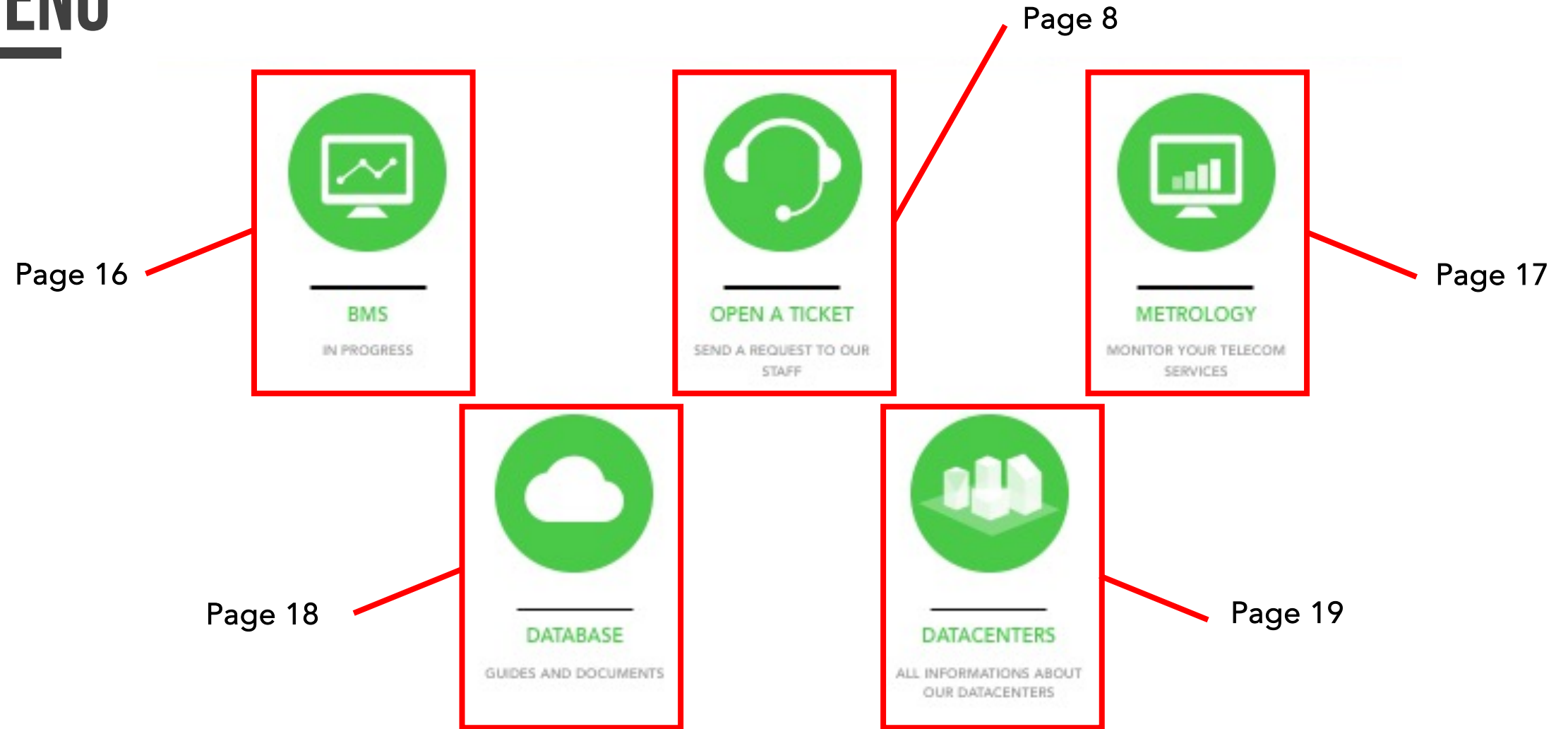


Emergency Numbers

Links to our Website and social media



MENU



OPEN A TICKET



OPEN A TICKET

SEND A REQUEST TO OUR
STAFF

Submit a request

Click on this button or on "submit a request" at the top right of the screen to send a request to our teams.

The procedure for submitting and managing tickets is explained in the following pages.

OPEN A TICKET

Etix Everywhere > Submit a request

Submit a request

Choose a request type below:

Incident / Problem
badges / accounts management
Delivery request
Access request
Smart hands
Room reservation

Select from the drop-down menu the type of request you want to make:

- Incident/Problem (Telecom, electrical, air conditioning,... problem),
- Request for Access,
- Delivery/Dock Access,
- Badge/account management,
- Request a quotation (cross-connects, racks or additional services),
- Room reservation,
- Smart hands,
- Other request.

OPEN A TICKET

Submit a request

Choose a request type below:

CC (optional)

Subject (optional)

Datacenter

Select a datacenter.

Description

T B I [List Icons] [Link Icon] [Image Icon] [More Icon]

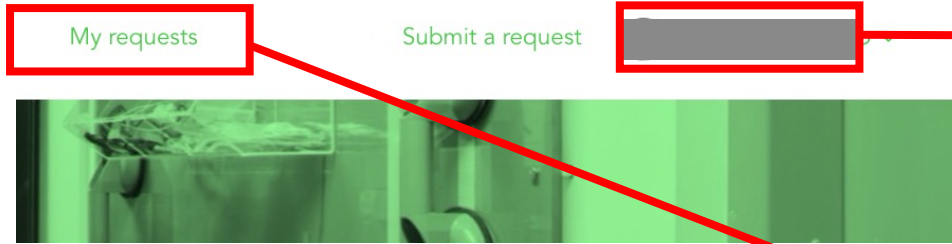
Enter the details and/or reasons for your request.

Attachments (optional)

Fill in all the fields of the selected form and click on "Submit".

- You will not be able to submit your request if you have not completed all the required fields (not marked "optional").
- If your request is urgent, we ask you to call our on-call number in parallel with your ticket.
- To keep track of your current tickets, see page 11.

TRACK YOUR TICKETS



From the banner at the top of the screen, click on your user name and then on "My activities".

Or click on "My Requests"

TRACK YOUR TICKETS

My requests

My requests Requests I'm CC'd on Organization requests

Sort your tickets by status

Search requests

Status:

Any

Subject	Id	Created	Last activity ▼	Status
[REDACTED]	#4194	2 years ago	2 days ago	Awaiting your reply

List of your tickets

TICKET STATUS

Open

Our staff need to get back to you.

Awaiting your reply

The ticket is in the process of being resolved or our teams are waiting for a response from you.

Solved

The ticket is considered resolved. You still have the option to re-open for 8 days before it disappears from your list.

INTERFACE TICKETS

The screenshot shows a ticket interface with a conversation thread. At the top, there is a header bar. Below it, a user profile is shown with a circular avatar containing the letter 'A' and a name, followed by the text "il y a 33 minutes". The message content reads: "Bonjour, Pouvez vous m'aider à résoudre ce problème? Cordialement, Jules Dupont". Below this, another user profile is shown with a circular avatar containing a green checkmark and a name, followed by "il y a 18 minutes". The response message reads: "Bonjour [redacted]. Nous vous confirmons avoir traité votre demande, pouvez-vous nous confirmer que cela correspond à vos attentes? Cordialement, -- [redacted] Support Etix Everywhere +33 2 85 52 07 19 / +32 19 86 08 95 2 impasse Joséphine Baker – 44800 Saint-Herblain". At the bottom, there is a text input field with a circular avatar containing the letter 'A' and the placeholder text "Ajouter à la conversation".

Demandeur	[redacted]
Création	Aujourd'hui à 17:28
Dernière activité	Aujourd'hui à 17:43
<hr/>	
ID	#61
Statut	En attente de votre réponse
Priorité	—
Datacenter	ETIX NANTES #1A
Nom du contact pour suivi de ticket	Jules Dupont
Numéro de téléphone pour suivi	06.01.01.01.01

Important information

Conversation Thread

Answer

BMS (NOT AVAILABLE)



BMS

IN PROGRESS

Click on this button to access the monitoring tool for your arrays:

<https://bms.etixeverywhere.com>

PLEASE NOTE: This service is currently under construction and not available. We expect access for all Q4 2023 customers. Thank you for your understanding.

METROLOGY



METROLOGY

MONITOR YOUR TELECOM
SERVICES

Click on this button to access our metrology tool, allowing the supervision of your telecom services: <https://metrologie.etixeverywhere.com>

This service is only available to customers who have subscribed to telecom links with Etix Everywhere Quest

DATABASE



DATABASE

GUIDES AND DOCUMENTS

Our Help Center with articles and documents related to:

- Solutions to frequently asked questions/problems,
- Rules of our sites,
- Best practices

DATACENTERS



DATACENTERS

ALL INFORMATIONS ABOUT
OUR DATACENTERS

Space where you will find all the important information about our datacenters and our network:

- Technical presentations,
- News,
- Our offers.

