

USER MANUAL MYINTERCONNECT VERSION 3.4.0



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1 INTRODUCTION

This user manual is intended for the latest version of the MyInterconnect customer portal (*hereinafter MyInterconnect*) and describes the functionalities and options offered here. The URL of the new customer portal is <u>https://myinterconnect.nl</u>. User accounts are linked to an email address and require the use of Microsoft Authenticator in connection with Multi Factor Authentication. For more information about the registration and login process, a special document 'MFA Guide' is available upon request from our Customer Service Team, or your account manager.

The use of MyInterconnect is free of charge and user accounts are available on request via the Customer Service Team (+31 (0)73 – 880 0011, <u>service@interconnect.nl</u>).

1.1	VERSION	HISTORY	DOCUMENT

Version	Date	Change description
3.4.0	1-10-2024	Delivery upon activation new internet location Created based on MyInterconnect 3.0.4 New screenshots to match the new appearance of MyInterconnect Rearrange the order of chapters Registration and logging in have been moved to a separate document Additional chapters added Texts revised where necessary First English translation
3.3.1	24-07-2023	Chapter 2.2.2 adjusted - Logging in with the Authenticator app now always requires entering the displayed number Chapter 4.2.2 - Two new rights added + names of existing rights adjusted. Various corrections made throughout the document
3.3.0	30-03-2023	Chapter 4.4 added - Managing rack restrictions Chapter 6.5 added - Scheduling a data center appointment with rack restrictions
3.2.0	16-02-2023	Added chapter 3.7 - Change language in MyInterconnect
3.1.0	25-01-2023	Added Chapter 6 - Manage Data Center Appointments
3.0	10-01-2023	Delivery of the first version of MyInterconnect 3.0 user manual

2 DASHBOARD

After logging in, you will see the MyInterconnect landing page, also known as the **dashboard**. This dashboard is a centralized place where all important things are displayed, giving you the opportunity to gain insight at a glance. The dashboard looks like this:

				⊕ N × 9
My shortcuts	My Interconn	ect contacts		
Manage my datacenter appointments	Interconn Account m	ect Inside Sales	Interconnect 's-Hertogenbosch Het Sterrenbeeld SS S215 MK 's-Hertogenbosch	Interconnect Eindhoven Park Forum 1041 5657 HJ Eindhoven
Manage my contacts	ر خ		Office 073 - 88 000 00 info@interconnect.nl	Customer Service Team 073 - 88 000 11 (during working hours) 073 - 88 000 12 (service 24/7) service@interconnect.nl
Navigate to datacenter portal	Service ma	mager 🛛	Opening hours office Monday to Thursday 08:00 -19:00 Friday 08:00 - 17:30	Opening hours datacenters 24 hours a day, 7 days a week
My contracts (total contracts 6)	Ven al con	DNS management		
Active V3	Active V2	nen Pukketten Hosted Telecom Monitoring myInter		
A00105 Contract reference	A00106 Contract reference			
Service Virtual Private Cloud (Virtual Datacenter) Single-site	Service Kubernetes as a Service Single Site	tten Hosted Telecom Monitoring		
Provisioning V1	Provisioning V1			
Contract number Contract reference A00157	Contract number Contract reference A00158		iN Ask a que	estion Ø

Which tiles you see depends on the rights assigned to you. If you need to change the language, please check chapter 2.7 - Change language in MyInterconnect.

2.1 TILE: 'MY SHORTCUTS'

The **My Shortcuts** tile has a variable number of shortcuts that allow you to quickly access the functionality you need. The tile itself is always visible but depending on what rights you have as a logged in user, you can see between one up to four shortcuts here:

My sh	nortcuts	
М	lanage my datacenter appointments	Ħ
M	lanage my contacts	
Na	avigate to datacenter portal	同
Na	avigate to Support Portal	Ø

The following shortcuts may be shown here:

1. Manage your data center appointments

Shortcut to access the functionality to plan visits to the data center (*only visible if authorized*). For more information about managing data center appointments, see Chapter 5 - Manage my datacenter appointments.

- Manage your contacts
 Shortcut to access the manage contacts functionality (*only visible if authorized*). For information about contact management, see Chapter 4 Manage My contacts.
- 3. Navigate to datacenter portal

Shortcut to the current **DC Portal**. This will open in a new tab in your browser, and you will need to log in with your DC Portal login details.

4. Navigate to Support Portal

Shortcut to the Support Portal where you can view, create, and manage your own tickets. You do not need to log in again, as the Support Portal uses the same login details as MyInterconnect (Single Sign On).

2.2 TILE: 'MY INTERCONNECT CONTACTS'

This tile lists your contacts within Interconnect, who are available to handle questions and request. The tile can consist of a maximum of two contacts, namely your account manager and your service manager. The telephone number and email address of both contacts are displayed too:

y Interconnect contacts	
meronnes oche diec	
Account manager	
516/565/918	
Gertislerendo	
Service manager	
114546999	

2.3 TILE: 'INTERCONNECT CONTACT INFORMATION '

The Interconnect contact information tile lists the general contact information for Interconnect. The visiting addresses and opening hours for both data center locations are visible here, but the telephone numbers and e-mail addresses of Interconnect are also listed here. Please note that the 24/7 customer service is only available to customers who have a contract for this.

Interconnect 's-Hertogenbosch Het Sterrenbeeld 55 5215 MK 's-Hertogenbosch	Interconnect Eindhoven Park Forum 1041 5657 HJ Eindhoven
Office 073 - 88 000 00 info@interconnect.nl	Customer Service Team 073 - 88 000 11 (during working hours) 073 - 88 000 12 (service 24/7) service@interconnect.nl
Opening hours office Monday to Thursday 08:00 -19:00 Friday 08:00 - 17:30	Opening hours datacenters 24 hours a day, 7 days a week

2.4 TILE: 'MY CONTRACTS '

The large **My contracts** tile shows the contracts for services that you purchase from Interconnect. This tile is only shown if you are authorized. If the user does not have this right, this tile will not be displayed:

contracts (total co	ontracts 6)	<u>View all contra</u>			
Active V3		Active V2			
Contract number	Contract reference	Contract number	Contract reference		
A00105	setimenniedigetit.ope	A00106	activoniesigscluber		
Service		Service			
Virtual Private Clo	ud	Kubernetes as a			
(Virtual Datacente	er)	Service Single Site			
Single-site					
Provisioning	V1	Provisioning	V1		
Contract number	Contract reference	Contract number	Contract reference		
Contract number					
A00157	TEST_UNIV_RIVIN	A00158	TEST_JANU_RIANZ		

This tile shows only a selection of your contracts. These are the contracts that most recently underwent a change (*for example an extension or downgrade*). By clicking on the link "View all contracts", you will see an overview of all contracts. See also Chapter 6 - contract overview

Each contract tile holds information that allows you to view the most essential information of a contract at a glance:

- Status The current status of the contract
- Version The version number of the contract
- Contract number the unique contract number
- Contract reference a reference specified for this contract
- Service The service for which the contract has been concluded
- Registered domain in case of a domain registration contract

2.5 TILE: 'DNS MANAGEMENT'

The DNS management tile is a shortcut to the old myInterconnect (https://dns.myinterconnect.nl/):

S managemen	t	
nen Pakketten H	osted Telecom Monitoring	myInter
e tten ier uw pakketten en	Hosted Telecom	Monitoring
gespreks- ies. Mail, DNS &		

When clicking on the tile above, a link will open in a new tab, where you must log in with the login details of the old myInterconnect:

		θ
iNTERCONNECT myInt&rconnect 2.5.20 F-mailadres: Wachtwoord:		

2.6 "ASK A QUESTION"

At the bottom of the screen, you will find the bar "Ask a question". This tile is always visible and allows the user to ask Interconnect a specific question: This is for questions of a commercial nature. For support questions you still need to use the Support Portal (see also: 2.1 Tile: 'My Shortcuts').

There are several topics on which you can ask a question. You can select the topic in the dropdown "**Make a choice**". As a result, MyInterconnect ensures that the question ends up at the right department within Interconnect.

Company name, username and email address are prefilled and cannot be altered. You can, however, provide a telephone number where you can be reached. Lastly the box where you can enter your question.

Once you have entered the required information, the [Send] button will become active, allowing you to send the message to the relevant department. With the [Close] button, you close this screen without sending this form.

N Ask a question

Make a choice	~
Organization	
General af sector (1)	
Name	
Leeuwers-Pfoungs officers very	
Phone	
Email	
mansfales-myimensameetali	

2.7 CHANGE LANGUAGE IN MYINTERCONNECT



It is possible to display MyInterconnect completely in English or in Dutch. When you press the flag at the top right of the screen, which is found next to the account figure, gives the possibility to select either the Dutch or English language.

If you click on Dutch, you will see MyInterconnect in Dutch (the default setting). If you select English, the site language is in English. This selection is saved so that the next time you log in, you will view MyInterconnect in the language of your last choice.

2.8 ACCOUNT DETAILS, FAQ & LOG OUT

At the top right of the page, you have the icon to go to your account details and to the FAQ. In the screen that appears after clicking on this icon, your company details will be displayed at the top right. In the bottom center you will see the email address you are logged in with. You can see your complete account details via



the tile at the top left. You can also select which newsletters you wish to receive. In the tile at the bottom left you go to the FAQ (frequently asked questions). At the bottom right there is the button to log out of MyInterconnect.



3 COMPANY DETAILS

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Via the menu item with the icon shown on the left, the submenu can be accessed with 'company data', 'manage contacts' and 'manage my data center appointments'. The contact details of your organization are shown under company details. Under the heading "Contact person administrator(s)" you will find the names

of the contact persons who have the right to adjust the rights of contact persons and add new contact persons. Therefore, if a user experiences none or too few rights, only the people in that list can make the necessary adjustments.

G My company detai	ils					
General						
Company name			Phone			
Sticenset/Hosen						
Chamber of Commerce number	er		Legal form			
188553332			(Unknown)			
IBAN-number						
3233846653339667853						
Address			Mallina address			
Address			Mailing address			
Street	Number	Addon	Street	Number	Addon	
AN ASS FOR THE STATES AND AND A	35		RISER	1992		
Zip code			Zip code			
#203#			12036			
City			City			
(Neederger			NUESANGERS:			
Country			Country			
(Rediation)			Nederation			
Contact naveau administrate						
contact person administration	01(5)					

4 MANAGE MY CONTACTS

You can set up the contacts of your organization using the **manage my contacts** functionality. This makes it possible to maintain your organization's authorization list. This can only be done by those within your organization who are authorized with the right **Manage Contacts.** If a contact person does not have this right, this functionality **cannot** be seen or used.

4.1 OVERVIEW OF CONTACTS

The overview consists of a list of contact persons, all of whom are on the authorization list of your organization.

	T	▲k en ✓ C
My contacts Search contact Q Dow	<u>nload</u> Add	
Name Job title		
Name Job title		
Name lob title		

The first name, last name and any entered job title are shown in the list for each contact. You can use the search function to filter the contacts by name. If you click on a contact person, all details about the contact person will appear on the right.

The full contact list can also be downloaded including the rights. For this purpose, the **Download** link is at the top of the contact list.

Within this overview it is also possible to add a new contact person to the authorization list of your organization, using the **Add** link. Please note that additions may take up to 15 minutes to become active. In the meantime, for example, the contact person might not yet be available when making an appointment for the data center.

4.2 DOWNLOAD CONTACT DETAILS

By using the **Download** link, you will download the list of all your contacts, including the rights they have, and which racks they have access to if rack restrictions are used. This download is a CSV file, where the fields are separated by a <u>semicolon</u> (;). The fields in this document are:

- a. Name Where last name and first name are separated by a comma.
- b. Function
- c. phone number
- d. Email
- e. Rights Where the rights are separated by a comma.
- f. Racks Where the racks are separated by a comma.

This list is intended for viewing in your own package. This can also be viewed in a program such as Excel. In that case, please make sure that your local settings are either in Dutch or have set up another way to indicate that the ";" is a separator, and the "," is not. You can search through the data more easily in Excel. If you wish to divide the rights and racks fields over multiple columns, you must add ten empty columns between rights and racks. Then after selecting the Rights column, select "Text to Columns" on the "data" tab. You can repeat this for the Racks column as well, however as it is the last field, no empty columns need to be added.

4.3 ADD NEW CONTACT PERSON

If you click on the **Add** link, an empty contact detail screen will appear to the right of the list where all the details of the new contact person can be entered. There are a total of three tabs to complete, namely **General, Rights** and **Newsletters.**

4.3.1 General tab

On the General tab all personal details of the new contact person need to be entered:

General	Rights	Newsletters				ľ	9 🗇	5
Email								
Initials	First name	Middle	name	Last name	Phone			
Job title	Job title							
Physical contac	Physical contact			Registrant				
Mailing/invoice	contact							

Mandatory fields are email, initials, first name and last name, the other fields are optional. The option boxes administrative contact, registrant and postal/invoice contact cannot be checked. These are managed by Interconnect itself (*at customer's request only*).

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4.3.2 Rights tab

In the Rights tab you can indicate which rights the new user may have. Within MyInterconnect we currently have the following rights:

General Rights	Newsletters	C 🗃 B D
Manage your contacts		
Administrative changes		
Technical changes		
Datacenter access		
Remote hands		
View contracts		
Manage datacenter appointments		
MyInterconnect access		
Support Portal access		
Cloud Director access		

• Manage your contacts

Allows the contact to manage the company's contacts in MyInterconnect.

<u>Administrative changes</u>

Allows the contact person to apply changes. This include changing a billing address or requesting expiration dates.

<u>Technical changes</u>

Allows the contact person to request technical changes from Customer Support for services that the organization purchases and for which there are no costs involved. This includes changing passwords.

Datacenter access

Allows the contact person to access our data centers on behalf of the organization. However, this right alone does not allow the person to schedule their own appointment. Once this contact has been saved, you will be given the possibility to also set rack restrictions for this contact when editing. (see chapter 4.5)

<u>Remote hands</u>

Allows the contact person to request "Remote Hands"-services on behalf of the organization.

• <u>View contracts</u>

Allows the contact person to view the organization's contracts in MyInterconnect (see Chapter 6).

Manage datacenter appointments

Allows the contact person to manage data center appointments to the organization in MyInterconnect, however does not automatically allow access to these contact persons themselves (*see Chapter 5*).

<u>MyInterconnect access</u>

Contacts allowed to log in to MyInterconnect themselves. This is necessary for all your contacts who manage contacts, have administrative changes, technical changes, view contracts or manage data center appointments.

<u>Support Portal access</u>

Gives the contact person the right to access our 4me Self Service portal to view and manage support tickets.

<u>Cloud Director access</u>

Gives the contact the right to access the organization's Cloud Director environment.

Please note: access alone is not sufficient to use Cloud Director, you must have an active Cloud Director environment, and have assigned rights to this contact person.

4.3.3 Newsletters tab

In the Newsletters tab you can subscribe a contact person to one or more Interconnect newsletters. It is also possible to indicate here whether the contact person may be contacted for surveys from Interconnect or not.

General	Rights	Newsletters	ď	C 🖬 🖬
Technews				
Technews Den	Bosch		Technews Eindhoven	
Technews VPC			Technews Broadband	
Technews othe	rs			
Statusmails				
Status email do	mains		Status email broadband	
Other				
Approachable f	or surveys			

4.4 MANAGE EXISTING CONTACT PERSON

It is also possible to change the details of an existing contact person or remove the contact person from the authorization list. This is done using the change or delete button at the top right of the screen.

All data in the tabs can be changed, except for the e-mail address of a contact person, as this is a unique identifier for Interconnect. The changes are saved using the **save button**

You can remove a contact using the delete button. Upon deletion, the contact will be removed from your authorization list and will no longer appear on your authorization list. A deleted contact no longer has the right to request information or log in to MyInterconnect and/or the Support Portal on behalf of your organization.

Please note that adjustments may take up to 15 minutes to become active. In the meantime, changes to the contact person will not be visible when, for example, you want to make an appointment for a data center visit.

4.5 MANAGE RACK RESTRICTIONS

By using MyInterconnect, it is possible to assign rack restrictions for all your contacts who are on your organization's authorization list. This allows you to decide which contact persons have access to your rack locations at Interconnect. Assigning and managing the rack restrictions is done via the **Manage Contacts** functionality. This means that you must have the right **to Manage Contacts**. The contact person for whom you want to assign rack restrictions must also have **Data Center Access** rights. It is not possible to assign rack restrictions to a contact person who is not assigned the right Datacenter Access.

Navigate to the Manage Contact functionality in MyInterconnect;

Select an existing contact from your authorization list for whom you want to set rack restrictions. <u>Please note:</u> this must be a contact person with Data Center Access rights. The General tab shows an extra field called Server Racks. This will initially only show the sentence that is highlighted here by the arrow:

General	Rights	Newsletters				C i	1	C
Empil								
Cititan Cititan Cititan	6							
Name				Phone				
Sjillerfeet								
Job title								
Server Racks:*ore there	no racks selected? Then the co	ntact person will have access to	oll the racks.					
Physical contact				Registrant				
Mailing/invoice	contact							

• Click on the edit icon at the top right to edit data for the selected contact. The **Server Racks** field can now also be edited and changes into a selection section, with all selected racks listed on the right and the racks on the right from which you can still select are listed on the left. If you do not have selected racks, the contact person will have access to all racks that your organization has.

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General	Rights	Newsletters		C 🖬 🖬 🔊
Email	ai -			
Initials	First name	Middle name	Last name Phone	
Job title				
Tester				
Available racks DC2A21CD DC2A31GB DC3A21HE			Selected racks	
DC3A21HF DC3A21HG			« ««	
Physical contact	t		Registrant	
Mailing/invoice	contact			

Centered between the two lists is a group of buttons with which you can adjust the selected list:

- With the top button, you add all (still) available racks to the list of Selected racks.
- The second button is to add only the selected rack in the **Available racks** list, to the list of **Selected racks**. You can select multiple racks before using this button.
- The third button is to remove only the selected racks from the **Selected Racks** list and make them available in the **Available Racks** list. Here too you can choose multiple racks.
- With the fourth button, you remove all (still) present racks from the list of **Selected racks** and make them available again in the list of **Available racks**.

General	Rights	Newsletters		6 8	Ô	C
Email						
Name			Phone			
Job title						
Server Racks:*are there	no racks selected? Then the co	ontact person will have access to	the rock:			
Physical contact			Registrant			
Mailing/invoice of	ontact					

In the previous example, the contact person has data center access **only** for rack locations DC2A31GB and DC3A21HF. If a data center appointment is scheduled for this contact person, only those racks can be selected for that appointment.

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Essential information about managing rack restrictions:

- Rack restrictions cannot be managed for guests (see chapter 5.3), this is only possible for **authorized contacts** on your organization's authorization list who have the **DC Access right**.
- If **rack restrictions** have been set, only those racks can be selected when creating a data center appointment for this contact person.
- If there are **no rack locations** selected for a contact person, then this implies that this contact person has <u>no</u> rack restrictions and therefore has access to all rack locations occupied by your organization.
- Adjustments to the rack restrictions can take up to 15 minutes before they can be used when making data center appointments.
- The data center appointment functionality within MyInterconnect considers the rack locations set by the contact person. More about this in Chapter 5 Manage my datacenter appointments
- When you email/call Interconnect to schedule a data center appointment for a contact person from your organization, instead of using our self-service portal, the support agent will also consider whether the registered contact person has any rack restrictions.
- Only visitors for whom none or all corresponding rack location have been set as a rack restriction can be scheduled together for one data center appointment. More about this in Chapter 5 Fout! Verwijzingsbron niet gevonden.- Manage my datacenter appointments

5 MANAGE MY DATACENTER APPOINTMENTS

It is possible to create and manage data center appointments for one of the two data center locations (*DC3* 's-*Hertogenbosch and DC2 Eindhoven*) from Interconnect. This applies solely to the rack locations your company currently purchases at Interconnect.

The functionality to create data center appointments is related to the right **Manage Data Center Appointments**. Without this right, this functionality is unavailable.

<u>Please note:</u> The right **Manage Data Center Appointments** can only be assigned by persons who already have the right "Manage your contact" via the "Manage my contact" menu item (see chapter 4))

The Manage my data center appointments - functionality can be accessed in two ways;

- Via the Dashboard on the 'My Shortcuts' tile
- Via the standard navigation menu ≡, top left

≡	NTERCONNECT Dashboard	
My shortc	tuts	
Manag	e my datacenter appointments	ŧ
Manag	e my contacts	





5.1 APPOINTMENT OVERVIEW

The appointment overview shows all data center appointments of your own organization. These can be both data center appointments created by your organization (*via MyInterconnect*) and data center appointments created by Interconnect on your behalf (*at the request of an authorized contact person from your organization*).

The overview consists of a list of appointments that are shown as tiles on the left of the screen, filtered by calendar week. This means that all appointments shown in the overview are for one week. In the following example, the displayed week is from **April 29 to May 5.** The next or previous week can be selected with the arrows left and right. By clicking on the date, a date can be selected from a calendar overview.

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≡	INTERCONNEC	т
🕒 Арро	intment overview	
<	15 Jul - 21 Jul	>
Find appoint	ment Q	<u>New appointment</u>
Datacenter DC2 Eindho	oven	Status Planned
Date 16-07-2024	Scheduled start f	time Scheduled end time 9:00 10:00
Datacenter DC3 's- Hertogenb	osch	Status Planned
Date 16-07-2024	Scheduled start f	time Scheduled end time 0:00 11:00

Each appointment tile consists of information where you can see at a glance which data center appointment this concerns, such as:

- Datacenter The data center location for which the appointment is made.
- Date The date set for the appointment.
- Status The current of the appointment. These statuses can be Scheduled, Started, Completed, No-show or Deleted.
- Scheduled times The scheduled start and end time of the appointment.

In this overview screen it is also possible to filter the list of data center appointments by the name of a visitor (*on first or last name*). Only data center appointments that contain the searched name in the selected time span will be shown:

Using the **Show deleted appointments** filter, it is possible to also show the deleted appointments (*of the shown calendar week*) in the overview screen. By default, this filter is turned off so that the deleted appointments are not shown. Deleting an appointment is discussed further on in these instructions.

5.2 APPOINTMENT DETAIL SCREEN

To view the detailed information of one of the appointments, click on the related appointment tile from the list. All details of the selected appointment from the list will then appear on the right:

Appointment overview		🌐 EN 🗸 🤤
Appointment overview Is jul-21 jul		~ *
Find appointment Q Show deleted appointments	Appointment actains Appointment information Date	
Datscenter DC2 Eindhoven Date Scheduled start time Sch 16-07-2024 10:30	Status Planned Applicant Scheduled start time Scheduled end time Remarks Jude end time 11:30 Visitors	thines
Datacenter DC3 's- Hertogenbosch Date Scheduled start time Sch 16-07-2024 12:00	Status Planned Jaone 13:00 Status Planned Status Planned Check-out time Planned Status Planned DC3A21HG	

The following information can be viewed for each data center appointment:

- Date Date of the appointment.
- Applicant The person who registered this appointment.
- Scheduled times The scheduled start and end time of the appointment.
- Remarks Information for the data center host to see upon arrival.
- Visitors List of the expected visitors (authorized contacts and guests) for whom the appointment was made.
- Check-in/check-out time The actual check-in/check-out times for mentioned visitor.
- Server racks The server rack location(s) accessible during this visit.

5.3 CREATING A DC APPOINTMENT

The **New appointment** link makes it possible to schedule a new data center appointment. This is only possible for *the organization for which you are currently logged in.*

After clicking on **New appointment**, a screen will appear on the right in which you can create a data center appointment. There are fields (*marked with a **) that are mandatory:

- **Date** Date on which the appointment must take place. MyInterconnect automatically fills in today's date here, but it can of course still be changed.
- Start time Expected arrival time for the appointment to start. MyInterconnect automatically fills in the current time here, but it can be changed.
- End Time Expected departure time for the appointment to end. MyInterconnect automatically fills in a time here (*start time* + 1 hour) but can be changed.
- Data center location The data center location for which you want to schedule an appointment. This could be our data center in 's-Hertogenbosch or our data center in Eindhoven. A data center appointment can <u>never</u> be scheduled for multiple locations at the same time.

After completing the mandatory fields above, you can complete the other fields. Please note that in the fields below you must press the **Add** link to select the choice. (see cursor in the screenshot below as an example)

- Visitors this is the list of authorized contacts of your organization who have been assigned the right 'Data center access'. You can only choose one person at a time and can add more people by repeating the action. You will also see any rack restrictions of the chosen visitor(s) under their selected names.
- Server Racks this is the list of server rack locations that visitors are allowed to visit. If there are no rack
 restrictions configured for the selected visitors, all server racks that your organization has at Interconnect will be
 shown. At the top of the list, is the option "All racks", which provides access to all racks in your organization.
 When rack restrictions are in place, the selection list will only hold the racks to which all selected visitors have
 access rights. Racks are selected one at a time. When visitors have no rights to access the same rack, or your
 organization does not have a rack in the chosen data center, the rack list will be empty.

There are also optional fields:

- Remark visit Information for the data center host to see at the time of the appointment.
- Rooms If your organization also purchases private workspaces/offices from us, you can choose them here. Your visitors will then also have access to the chosen rooms. If you have this option, it is also possible to just choose a room without access to a rack. In all other cases, the choice of a rack is mandatory.
- Guests Unauthorized visitors can be entered in this field. These unauthorized visitors are not on your authorization list and can only enter the data center if accompanied by an authorized visitor.

	RCONNECT		Appointment					×
Appoint	ment overview		 Date 16-07-2024	Access	Start time 15:30	End time 20:30	Guests 0	Ð
Appointmen	t overview							
<	15 Jul - 21 Jul	>	Appointment inform	nation				
Find appointment	Q	New appointment	Visit id Will be generated		Appli	cant	Gaen.	
Show deleted appo	intments		Date*		Start	time*	End time*	
Date	Scheduled start time	Scheduled end time	16-07-2024		15:3	0 (20:30	Ø
Datacenter DC3 'S- Hertogenbosch Date 16-07-2024	Scheduled start time 10:00	Status Planned Scheduled end time 11:00	Datacenter location* DC2 Eindhoven DC3 's-Hertogenbo: 	sch	Rema Engi collu park	r k visit neer will be dropp gue. Please allow : with the compan	ed off and picked up this collegue to enter y van.	by a the car
Datacenter DC2 Eindhoven Date 16-07-2024	Scheduled start time 10:30	Status Planned Scheduled end time 11:30	Visitors Changing the visitors of	ould trigger the visito	r and server rack list to	update.		
Datacenter DC3 'S- Hertogenbosch Date	Scheduled start time	Status Planned	DC3A21HF DC3A21HF DC3A21HG					
16-07-2024	12:00	13:00	DC3A21HF		→ + Ad	d server rack		

Once you have completed the data center appointment as desired, you can save it using the **Save** button (the disk symbol, top right of the screen). The appointment is saved and given the status **Planned**. At that moment, the saved appointment is also known to Interconnect so that our data center hosts are aware of your future data center appointment.

Essential information about creating DC appointments with any rack restrictions:

- For contacts without rack restrictions, it is possible to choose **any server rack** of the organization when creating an appointment.
- For contacts with rack restrictions, it is possible to select only the server racks to which the contact is entitled to access for your organization. These are managed via the 'Manage Contacts' functionality, see Chapter 4 Manage My contacts
- If multiple visitors are added to a DC appointment, MyInterconnect considers any set rack restriction. MyInterconnect will only show the server racks to which all selected visitors are entitled. All visitors must **therefore** have at least one corresponding rack location.
- The contents of both the visitor dropdown and server racks are subject to change when a visitor with rack restrictions is added to the appointment.
 - If a visitor with rack restrictions is added to an appointment, the contents of the server racks dropdown will change; Only the server racks to which the chosen visitor(s) are entitled to visit are shown.
 - If a server rack is added to an appointment, the contents of the visitor dropdown will change; Only visitors who do have the right to visit the already chosen server rack are shown.
- Adding guests does not affect the contents of the visitor/server rack dropdown.

5.4 CHANGE AND DELETE DC APPOINTMENT

It is possible to change and remove data center appointments after they have been created. It is important to know that data center appointments can only be changed or removed if the status of the appointment is **Planned**. Appointments that have already started or been completed cannot be changed or removed.

To change an appointment, click on the change icon at the top right of the details screen. At that moment, the details screen will appear from the right where you can change the appointment. All fields you were allowed to fill whilst creating the appointment, can also be changed.

To remove an appointment, click on the delete icon (*trash can*). This is found at the top right of the details screen, next to the edit icon. As you click this icon, you will be asked for confirmation before the data center appointment is removed. <u>Please note</u>: if you remove a data center appointment, it will also be removed for the Interconnect hosts and therefore removed from the schedule.

6 CONTRACT OVERVIEW

MyInterconnect offers the possibility to view the contracts for the services you have purchased. As a logged-in user, you must have the right to **View Contracts**. Contacts who do not have this right cannot see this functionality in MyInterconnect.

Important: Currently, not all contracts can be seen here. This is currently limited to a number of supported services. Contracts for other services and packages will be added at a later time. No rights can be derived from any of the contracts or invoices, either shown or not

6.1 CONTRACT OVERVIEW

The contracts overview has the contracts for the services that your organization has with Interconnect. The most essential information is shown in each tile *(identical to the information on the contract tiles on the Dashboard)*. These are the contract status, contract version, service, contract number and contract reference.

Contract overview	INECT			di⊯ EN ✓	8
• Contract overview	Not all contracts can yet be found in this overview	. This list may therefore be incomplete.			
Active V3 Contract number A00105 Service Virtual Private Cloud (Virtual Datacenter) Single-site	Contract reference				
Active V2 Contract number A00106 Service Kubernetes as a Service Single Site	Contract reference				
Provisioning V1 Contract number A00157 Service Datacenter Connectivity	Contract reference				
Provisioning V1					

The list of contracts is sorted by contract number (*ascending*) and as soon as a contract in this list is clicked, all details of the contract in question will appear on the right of the screen. Another click closes this detail screen again.

6.2 CONTRACT DETAILS

You can view all details for each contract via contract details. Depending on which service there is a contract for, the content of the contracts may differ. The service data, contract data and contract history can be viewed for each contract. If there are already invoices for a contract, it is also possible to view these invoices. The Service Data and the Contract Data can be found under the tabs bearing the same name. The historical data is shown on the right part of the screen. When

your screen-size is too small, the button will be shown, to open the history data.

6.2.1 Service data

The 'Service data' tab shows the configuration of the service you purchase from Interconnect. The relevant service is shown here as well as all components that currently comprise the service. The rates for the service and all components are shown, both monthly and any one-off fees.

Finally, per component is also shown the quantities that are currently being purchased and the unit of the component.

	NNECT							<mark>세</mark> 는 EN V	9
• Contract overview	Not all contracts can yet be found in this overview. This	list may therefore be incomplete.							
Active V3		Service data Contract data			Show all invoices				
Contract number A00105 Service Virtual Private Cloud (Virtual Datacenter) Single-site	Contract reference	Price category Type of relation Customer Configuration				Hi:	story 06-03-2023 INTERCONNECT	v3	
Active V2		Virtual Private Cloud (Virtual Datacenter) Single-site			One time p/month	±	13-05-2021 INTERCONNECT	v2	
Contract number	Contract reference	Service price - € 247,00							
A00106		Components	Amount U	Jnit	One time p/month	U	09-04-2021 INTERCONNECT	v1	
Service Kubernetes as a Service Single		Windows Server licenties (Onbeperkt)	1	-					
Site		Basic DR Backup	1						
	Contract reference	MFA licentie voor beheerportaal	1 U	Jser					
Provisioning V1		Virtual Machines (Onbeperkt)	1						
Contract number A00157		Beheerportaal vCloud Director	1	-	· ·				
Service		Service Level Agreement (Gold)	1						
Datacenter Connectivity		Dataverkeer	10	тв					
		x 8 IPv4-adressen	2						
Provisioning V1		Productiestorage Standard (Single Site)	1200	GB	- €274,92				
Contract number A00158	Contract reference	Processorcapaciteit	11 (GHz	- €104,94				

6.2.2 Contract data tab

The 'Contract data' tab has information about the selected contract. This includes the contract reference, specific term, notice period, effective date of the contract, effective date of the latest changes, chosen invoicing term and whether any (additional) contractual agreements have been made:

	NNECT						<mark>세</mark> 는 EN V	9
Contract overview	Not all contracts can yet be found in this overview. Th	his list may therefore be incomplete.	Contract data	Show all invoices				
Active V3 Contract number A00105 Service Virtual Private Cloud (Virtual Datacenter) Single-site	Contract reference	Contract informat Contract number A00105 Status	tion Contract reference Certain term		His +	06-03-2023 INTERCONNECT	v3	
Active V2 Contract number A00106 Service Kubernetes as a Service Single Site	Contract reference	Active Notice period 1 month Start date 09-04-2021 Cancellation date Invoice Billing term and meth	Quarterly Start date last change 06-03-2023 End date		+	13-05-2021 INTERCONNECT 09-04-2021 INTERCONNECT	v2 v1	
Provisioning V1 Contract number A00157 Service Datacenter Connectivity	Contract reference	Month - Automatic Agreements Continuity gua Order by e-ma Partner VPC	collection 14					
Provisioning V1 Contract number A00158	Contract reference							

6.2.3 Contract history

The **History column** shows the complete change history of the contract and on which date, which change was made. These changes are divided per contract version and the components are shown per contract version with the changed amounts. There may therefore be multiple changes in a single contract version. By clicking on the + icon shown in front of the date, all changes of that contract version will be shown.

The mentioned **Interconnect** shows where the alteration was made. Currently always Interconnect, which means that the contract mutation is made by Interconnect **on request from the customer**.

Contract overvie	NNECT				4 8 EN ~	•
Contract overview	Not all contracts can yet be found in this overview:	This lat may therefore be incomplete. Service data Contract d	lata	Show all invoices		
Contract number A00105 Service Virtual Photos Cloud (Virtual Datacener Single-site Contract number A00106 Stervice Rubernetes as a Service Single Site	Contract reference	Centract Information Centract number A0105 Satus Active Instea period 1 month Stant date 0:94-2021 Cancellation date	Cantract reference Cristian term Quarterly Start dire list change 06-02-2023 End stare		History ● 06-03-2023 INTERCONNECT ■ 13-05-2021 INTERCONNECT Producestoringe Standard Single S ▲00 @ >> @00 @ Producestoringe Standard Single S ▲00 @ >> @00 @ Processoriapacitet 1 GHz	v3 v2 e)
Provisioning V1 Contract number A00157 Service Datacenter Connectivity Provisioning V1 Contract number A00158	Contrast reference	Month - Automatic collection Agreements Continuity guarantee Continuity guarantee Continuity guarantee Partner VPC	Pyreen term on days) 14 Processing agreement Sub processing agreement		Interr gahaugan (RAM) 1.08 >> 25.08 Backup storage the Veream lass Back (Commitment) 200.08 >> 300.08 09-04-2021 INTERCONNECT	

6.2.4 View all invoices

The invoices can also be viewed by contract. This of course only applies if there are invoices available for a contract. For newly concluded contracts, invoices may not yet be available.

via the link **View all invoices** (right next to the tabs). If the link **view all invoices** is not shown, this means that there are <u>no</u> invoices yet for the contract in question.

INTERCON	NECT					⊕ [N ~ €
ontract overview	Not all contracts can yet be found in this eveniev	The last may therefore be incomplete. Service data Contract data		Show all invoices		
t number 5 I Private Cloud (Virtual enter) Single-site	Contract reference	Price category Type of relation Customer Configuration			History 06-03-2023 INTERCONNECT	v3
tive V2		Virtual Private Cloud (Virtual Datacenter) Single-site	o	ne time p/month - € 247,00	13-05-2021 INTERCONNECT	v2
act number 06 te trnetes as a Service Single	Contract reference	Components Windows Server licenties (Onbeperkt) Basic DR Backup	Amount Unit O	ne time p/month	O9-04-2021 INTERCONNECT	vt
visioning V1 tt number 7 enter Connectivity	Contract reference	MFA licentie voor beheerportaal Virtual Machines (Onbeperkt) Beheerportaal vCloud Director Service Level Agreement (Gold)	1 User 1 - 1 - 1 -			
visioning V1 t number	Contract reference	Dataverkeer x 8 IPv4-adressen Productiestorage Standard (Single Site) Processorcapaciteit	10 TB 2 - 1200 GB 11 GHz	€ 274,92 - € 104,94		

In the invoice overview, all invoices are shown in a list on the left, with all necessary information such as payment status, invoice number, invoice date and the amount on the invoice. The list is sorted by invoice number with the most recent invoice number at the top. As soon as an invoice is selected from this list, the actual invoice is displayed.

interconnect Contract overview					∰ EN ∨	8
Invoices with contract A00105	This overview only shows the automatically generated involces	and may therefore be incomplete. No rights can be derived from this overview			Down	load PDF
Invoice number Invoice date 24700079 26-06-2024	Amount excl.vat €447,71	CONNECT				
	anicely ar spin necor	tarij Alex				
	Factuur					
	Nummer Factuur datum Vervaldatum	: 2470079 Debtsur numme : 24-06-24 Uw referentie : 09-07-24	: A00105			
	Aantal Oms	chtripring al Private Cloud (Vertual Datacenter) Single-site alige kosten	Prijs per eenheid	Nettobedrag		
	0,73 Virtu 09-0- 0,73 4004 09-0- 0,73 164 09-0- 0,73 164	ai Frikae Luou (Vrtuu ustacener) Single-site 4-2021 - 30-0-42021 GB Productiestorage Standard (Single Site) 4-2021 - 30-0-42021 Iz Processorapacitett 4-2021 - 30-0-42021	2004 1007 1007	1946 1946 1946		
	1,00 1 Un 09-0 0,73 1 60 09-0 0.73 200 /	managed Basis, NSX, Prevail 4-2021 - 30-0-42021 Intern geheugen (RAM) 4-2021 - 30-0-42021 GR. Rachun, storane thru Vaeann IaaS, Rachun, (Conmitment)	-07	35 14		

In the top right corner, indicated by a red box in the example above, is the link where the invoice shown can be downloaded to your local machine for your own archive.

7 LINKS TO OTHER APPLICATIONS

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The aim of MyInterconnect is to be the central location for all our relations to find all information within one application and to be able to set most options via self-service options. It will also replace existing applications. The current version of MyInterconnect has not yet reached this point. You may therefore still need to use older (versions of) programs. The links to these programs can be found under the link icon, as shown here.

The following programs can be found under this menu item:

- Datacenter Portal
 - For viewing consumption data.
- DNS Management

Previous version of the myInterconnect customer portal, in which older contracts can be found and in which DNS data can still be managed.