

Access process data center / Customer portal

How do I get to the customer portal?

The following link will take you to the customer portal.

my.greendatacenter.ch

How do I give other people the right to access the portal?

1. In the customer area, click on **"Manage contacts"** under customer data.

Link to Video-Instruction:

[How to manage contacts in the customer portal - Green](#)

2. As an administrator, you have the right to grant rights to other persons and can assign roles to them. Employees or technicians only have limited rights and can only access certain functions.

Roles

- ☐ Manage Account (Admin)
- ☐ Manage tickets
- ☐ Manage subscriptions / services
- ☐ Billing administrator

Where do I order badges?

If you would like to order a badge, first log in to the customer portal with your customer data.

1. In the customer area, click on **"My racks"** under Data-center.
2. Then click on **"Order badge"**.
3. Enter the desired collection date and time as well as the personal details and click on **"Order"**.
4. If necessary, you can enter additional information in the remarks field.

Link to Video-Instruction:

[How to order a Data Center Badge - Green](#)

How is the process afterwards?

Once you have placed your order, we will receive an automatic order confirmation from you. If we have the complete details from you, we will send you an email and arrange a date when you can collect the badge.

If we do not have all needed details, we will ask you to send them to us by e-mail.

When collecting the badge, you must show us an official ID. You will then receive an envelope with the badge, Pin Code and data center instructions. You check the data stored for the badge. Your finger is scanned into the biometric database and you sign a badge issue form.

Can I transfer my badge to another person?

No. Badges are created personally and each person receives a personal PIN code.

What should I do if I have lost my badge or want to block a badge?

If you notice that a badge has been lost, please inform us immediately at the following number. **044 545 19 00 (24/7 Lodge service)** or open a ticket in the customer portal.

Whose responsibility is it?

Green is not liable for any misuse. The responsibility for the badges and the authorised persons lies with the administrator of your customer portal.

Can guests be taken into the data center?

It is possible for an authorized person to take up to three guests into the data center with his badge. The registration of the guests with surname, first name, date of birth and, if applicable, company, which must have a business connection to the customer, must be made at least 3 days in advance via the customer portal ticket. The temporary guest badge is valid for a maximum of 12 hours and must be returned when leaving the data center. The responsibility for the guests lies with the badge holder of the customer.

Do I need more badges if I rent in several datacenters or several rooms?

No. Access is controlled by authorisation. The same access control system is used in all our datacenters. This means that each badge can be authorised for specific datacenters, rooms and cages.

The badge reader does not work, what should I do?

Go to the local Lodge or call the Lodge Service on **044 545 19 00 (24/7 Lodge Service)**.

How can I register goods in the datacenter?

You open a ticket in the customer portal at least 48 hours before the arrival of the goods and tell us what is being delivered and who should be informed as soon as the goods have arrived.

You can choose the delivery to which datacenter the goods are to be delivered. **The customer name and/or your customer number must be visible in the c/o on the address.**

As soon as we have received the ordered goods, we will inform you by ticket. We will inform you of a deadline by which you must collect the goods. The material should generally be cleared into your cage/rack as quickly as possible.

Link to Video-Instruction:

[How to create a ticket in the customer portal - Green](#)