

HOW TO

Set Up Your Security Profile for IBX Access

*For first-time users of the
Equinix Customer Portal*

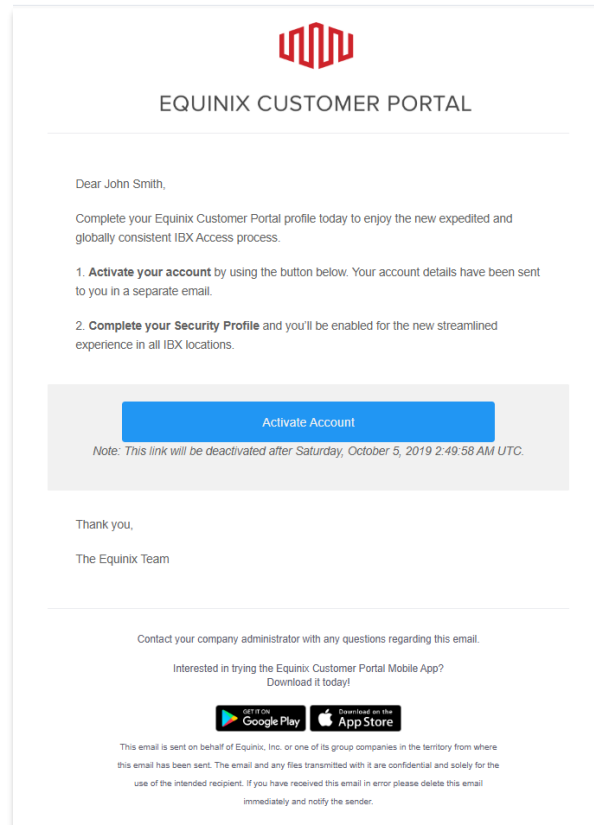


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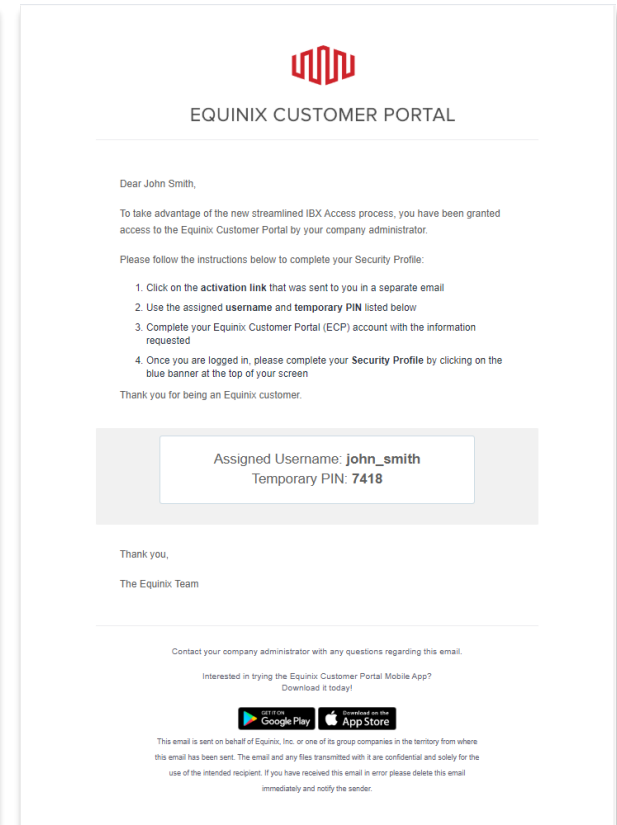
Locate the two emails you have received from the Equinix Customer Portal (ECP).

- A. The first email contains your account activation link
- B. The second email contains your username and PIN

A.



B.



2

Click on the account activation link within the first email

3

Complete your ECP account activation by entering the username and PIN provided in the second email

Then, select your password

A.

Dear John Smith,

Complete your Equinix Customer Portal profile today to enjoy the new expedited and globally consistent IBX Access process.

1. **Activate your account** by using the button below. Your account details have been sent to you in a separate email.
2. **Complete your Security Profile** and you'll be enabled for the new streamlined experience in all IBX locations.

Activate Account

Note: This link will be deactivated after Saturday, October 5, 2019 2:49:58 AM UTC.

B.



EQUINIX CUSTOMER PORTAL

Dear John Smith,

To take advantage of the new streamlined IBX Access process, you have been granted access to the Equinix Customer Portal by your company administrator.

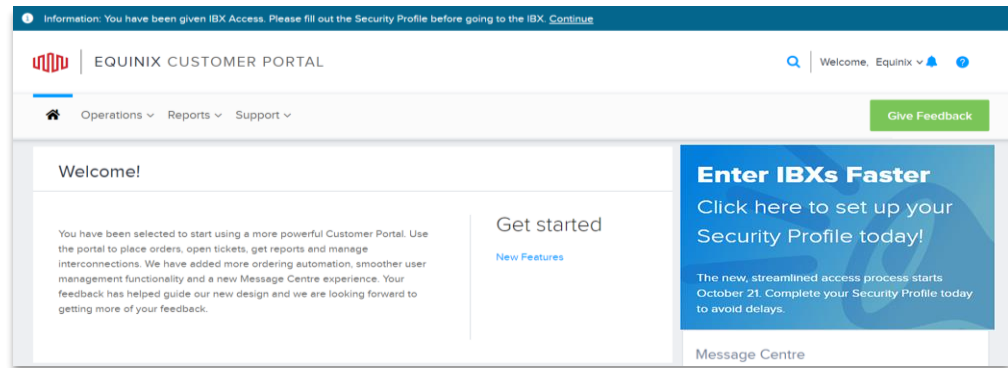
Please follow the instructions below to complete your Security Profile:

1. Click on the **activation link** that was sent to you in a separate email
2. Use the assigned **username** and **temporary PIN** listed below
3. Complete your Equinix Customer Portal (ECP) account with the information requested
4. Once you are logged in, please complete your **Security Profile** by clicking on the blue banner at the top of your screen

Thank you for being an Equinix customer.

Assigned Username: **john_smith**
Temporary PIN: **7418**

4 Once your account activation is complete, you will be directed to your ECP home page



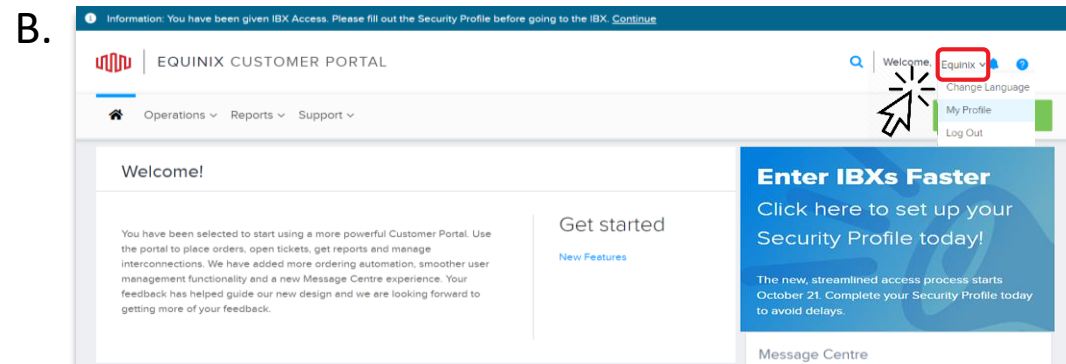
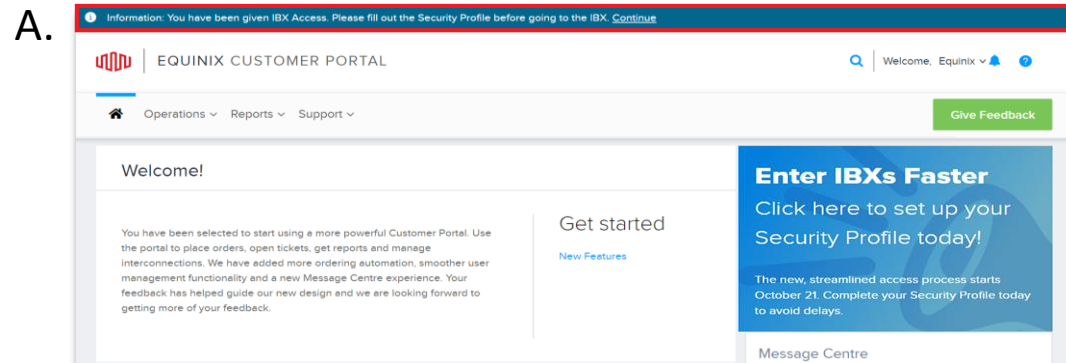
 To access ECP in the future, visit <http://customerportal.equinix.com> and sign in with your username and password.

5 From the ECP home page:

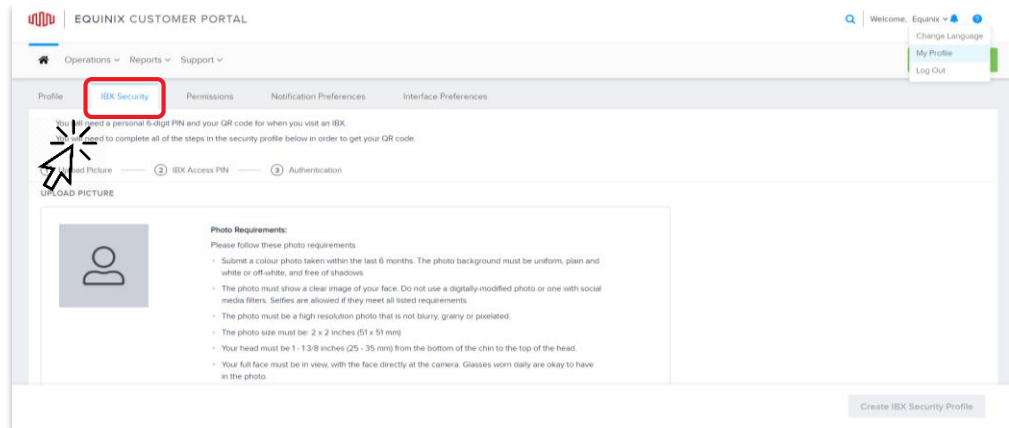
A. Click on the “Set Up your Security Profile” banner

OR

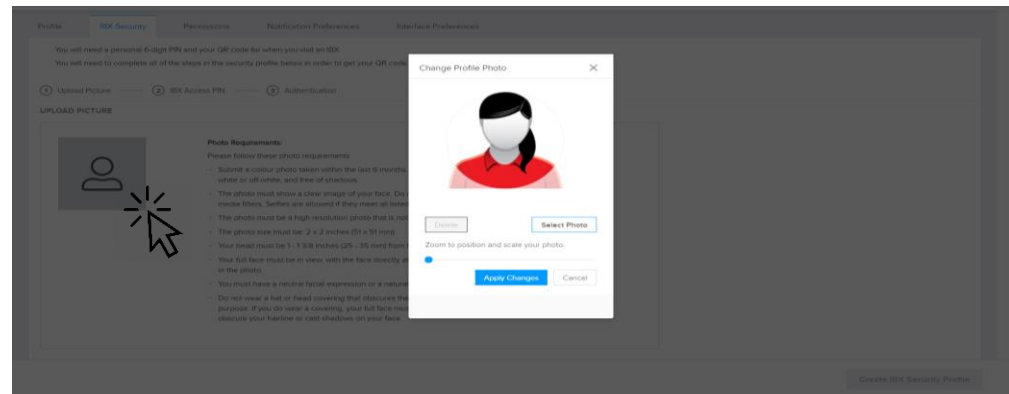
B. Select the drop-down next to your name and click on My Profile



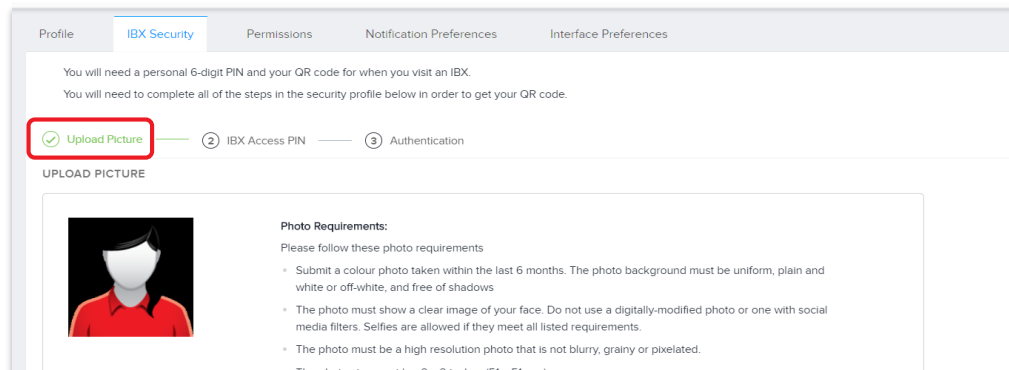
6 Select the IBX Security tab



7 Follow the on-screen prompts to upload your photo



8 Upload Picture in the status bar will turn green when you have completed this step



9

Scroll to the IBX Access PIN section to:

A. Select your own six-digit PIN

OR

B. Auto generate a six-digit PIN

10

IBX Access PIN in the status bar will turn green when you have completed this step

11

Scroll to the Authentication section and select the IBX Access Form link

A.

IBX ACCESS PIN

A personal IBX Access PIN is required when you visit a Data Center.

Create your own PIN Use a system generated PIN

IBX Access PIN

5 5 6 5 3 9

Type in your preferred, six-digit PIN

Warning: The IBX Access PIN is permanent and cannot start with '0'. This PIN cannot be changed once your security profile has been set up.

B.

IBX ACCESS PIN

A personal IBX Access PIN is required when you visit a Data Center.

Create your own PIN Use a system generated PIN

IBX Access PIN

1 8 7 0 1 1

Generate a different PIN

Select this button to be assigned a randomly generated six-digit PIN

Profile **IBX Security** Permissions Notification Preferences Interface Preferences

You will need a personal 6-digit PIN and your QR code for when you visit an IBX.
You will need to complete all of the steps in the security profile below in order to get your QR code.

Upload Picture **IBX Access PIN** Authentication

UPLOAD PICTURE





Photo Requirements:
Please follow these photo requirements

- Submit a colour photo taken within the last 6 months. The photo background must be uniform, plain and white or off-white, and free of shadows
- The photo must show a clear image of your face. Do not use a digitally-modified photo or one with social media filters. Selfies are allowed if they meet all listed requirements.

AUTHENTICATION

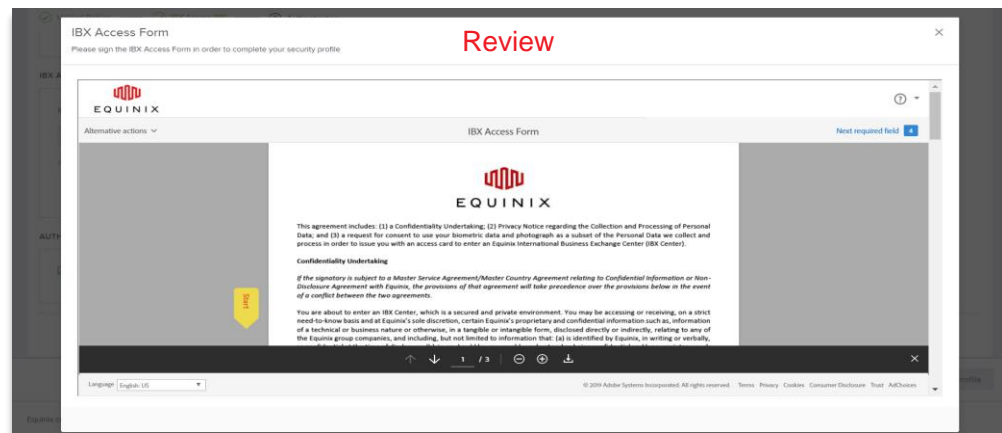
 [IBX Access Form](#)

Open and sign the document to complete your security profile

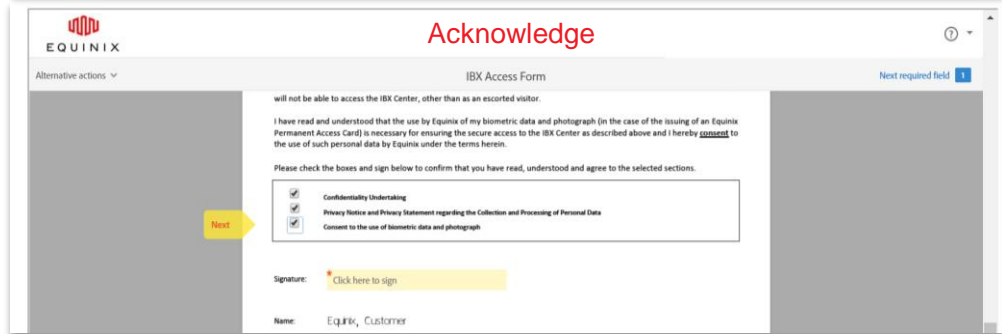
12

- A. Read the Global IBX Access form
- B. Confirm understanding
- C. Enter your digital signature
- D. Select Click to Sign

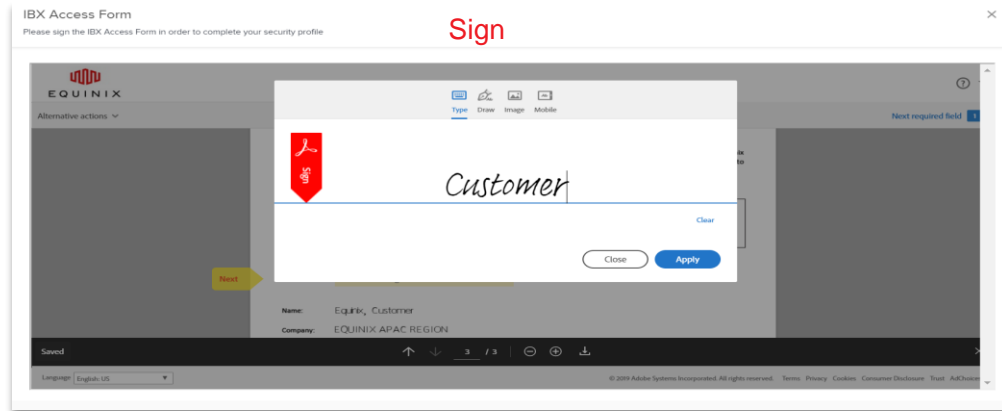
A.



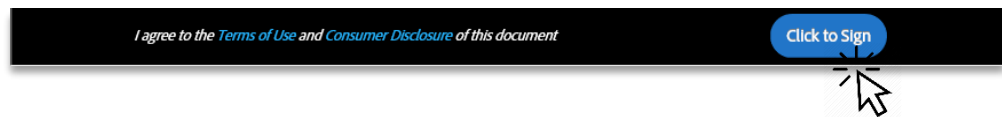
B.



C.



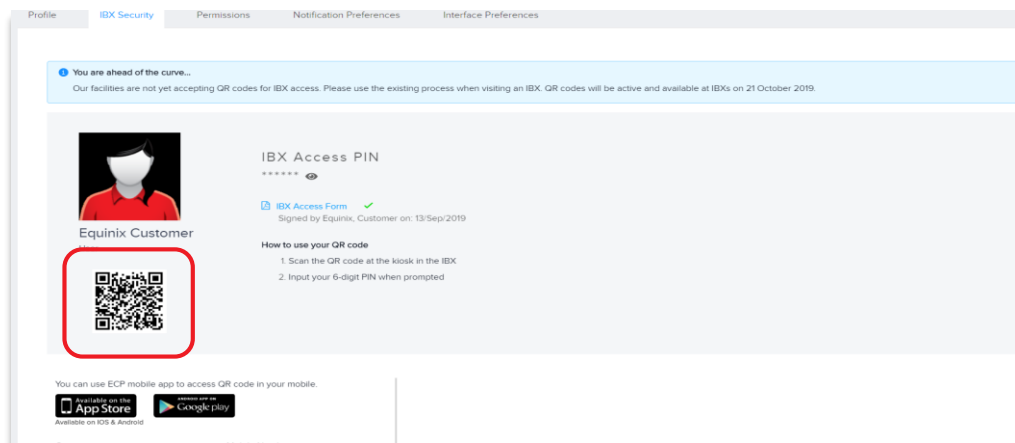
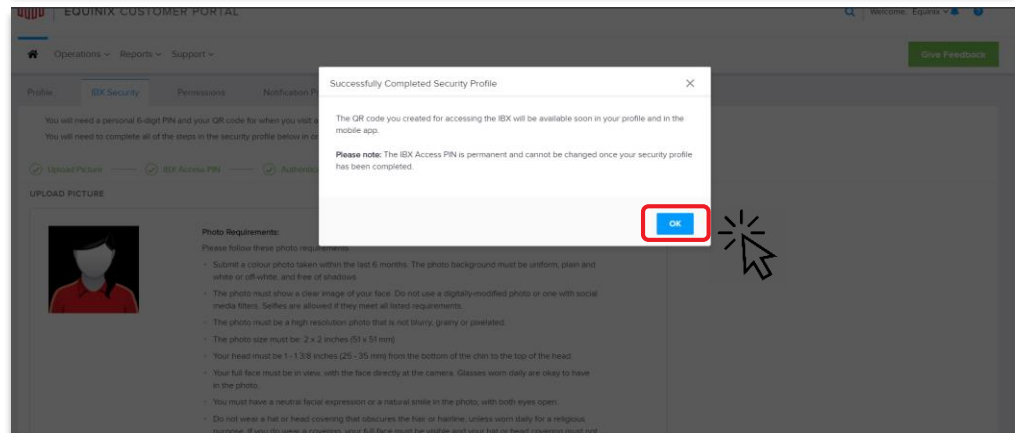
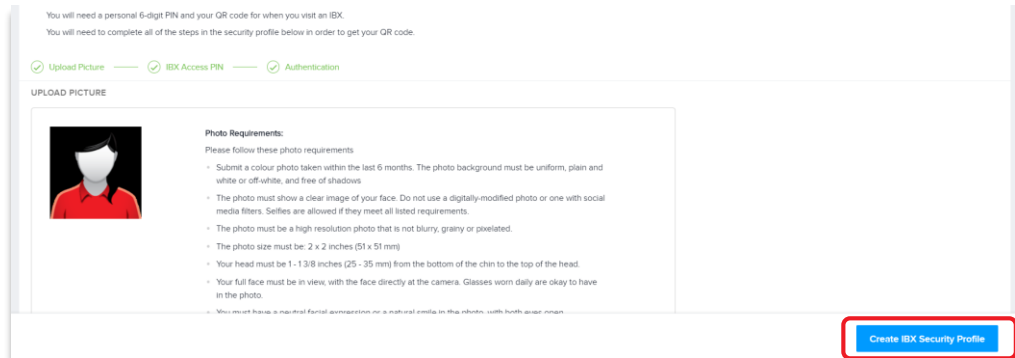
D.



13 Select the Create IBX Security Profile button to receive a unique QR code

14 Click OK

15 Use the QR code for IBX access after go-live

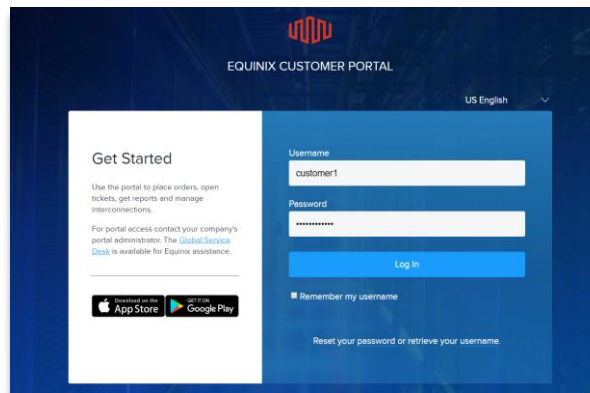


16

For easy reference to your QR code and 6-digit PIN:

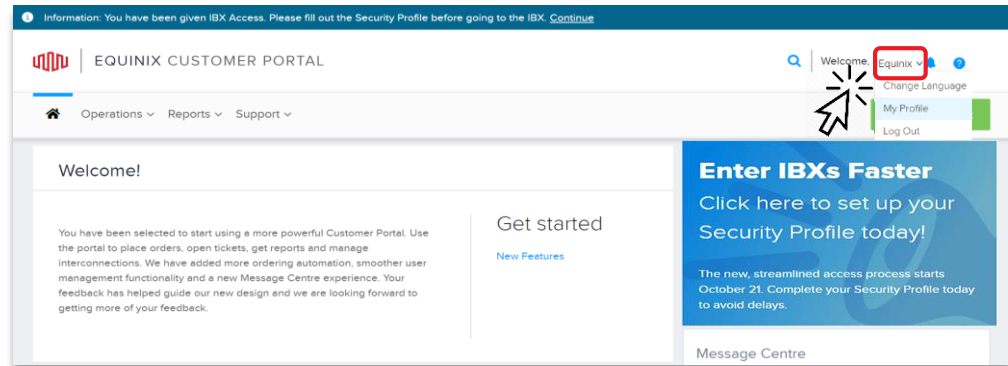
- A. Sign in to Equinix Customer Portal
- B. Select the drop-down next to your name and click on My Profile
- C. Select the IBX Security tab

A.

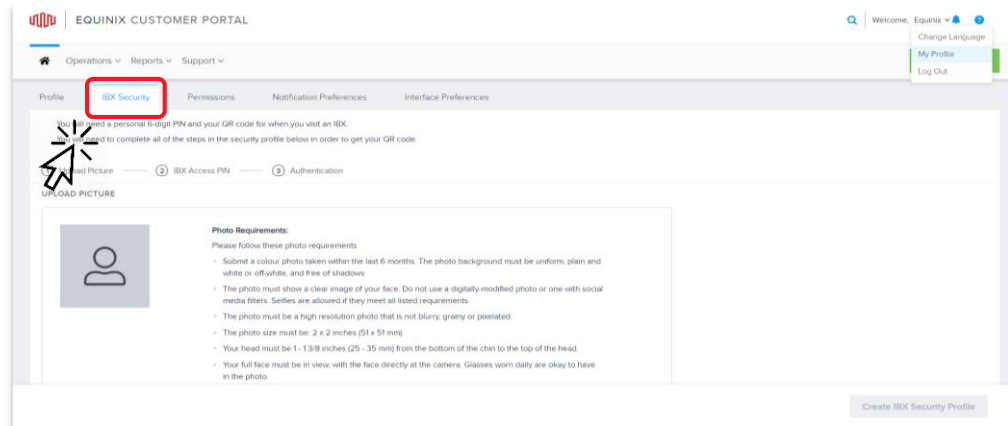


Go to <http://customerportal.equinix.com>

B.



C.



17

For easy reference **from your mobile device:**

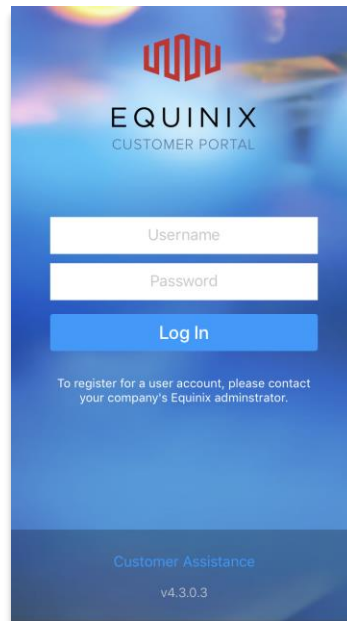
- A. Sign in to the Equinix Customer Portal mobile app

(Download it from the Apple App Store or Google Play)

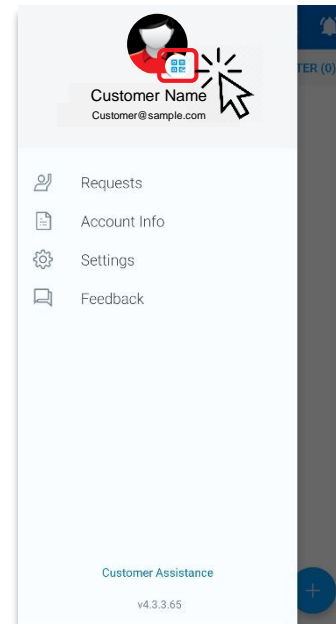
- B. Select the menu icon and click on the graphic next to your photo

- C. Your QR code and six-digit IBX security PIN will be displayed on the screen

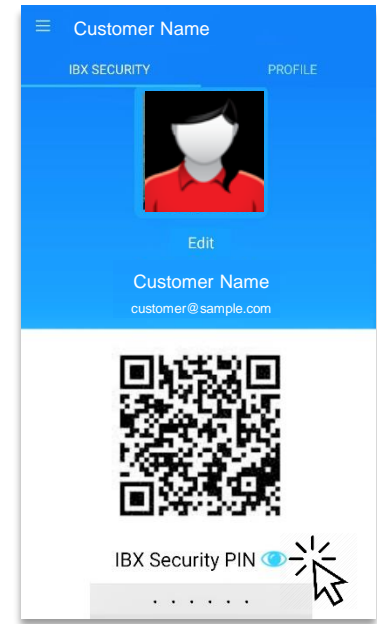
Hint: Select the eye icon to reference your code



A.



B.



C.