

HOW TO

Set Up Your Security Profile for IBX Access

*For customers who have
completed their Equinix
Customer Portal activation*



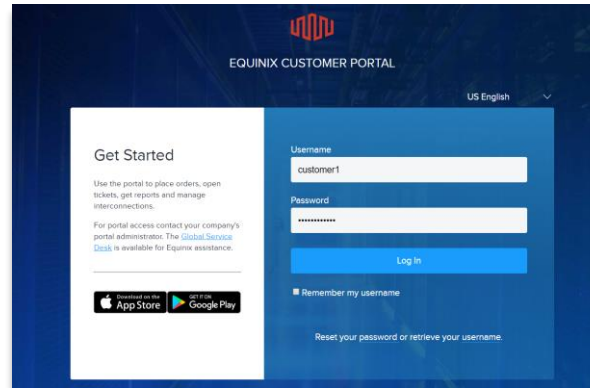
1

A. Sign in to the Equinix Customer Portal (ECP)

OR

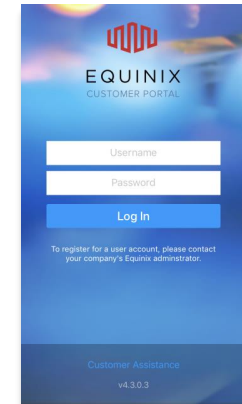
B. Visit the ECP mobile application

A.



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

B.



ECP mobile app

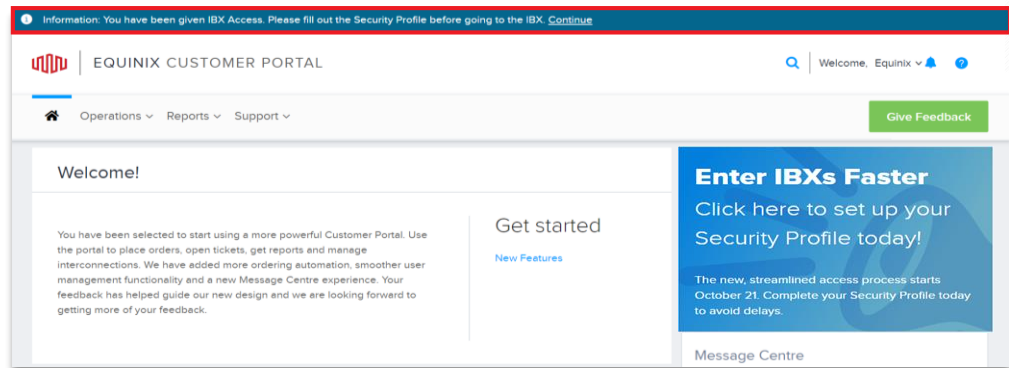
2

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

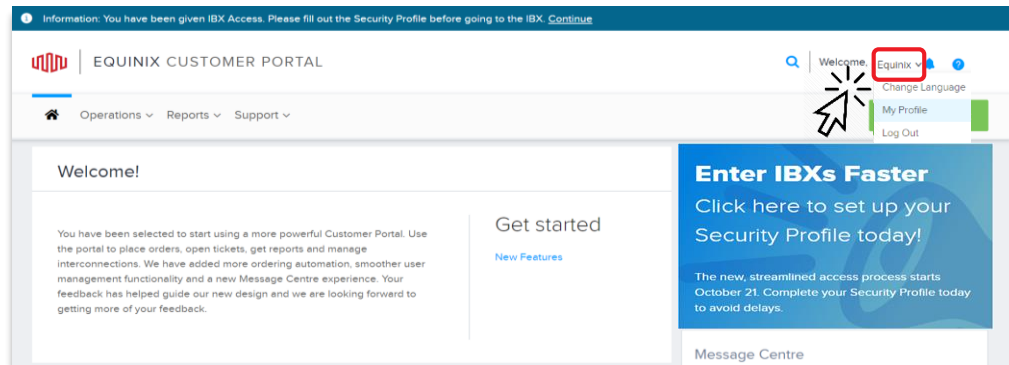
OR

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

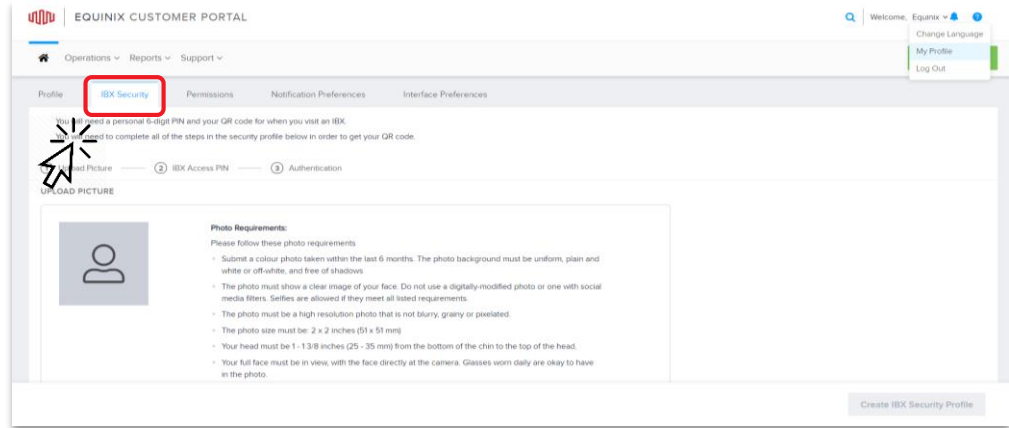
A.



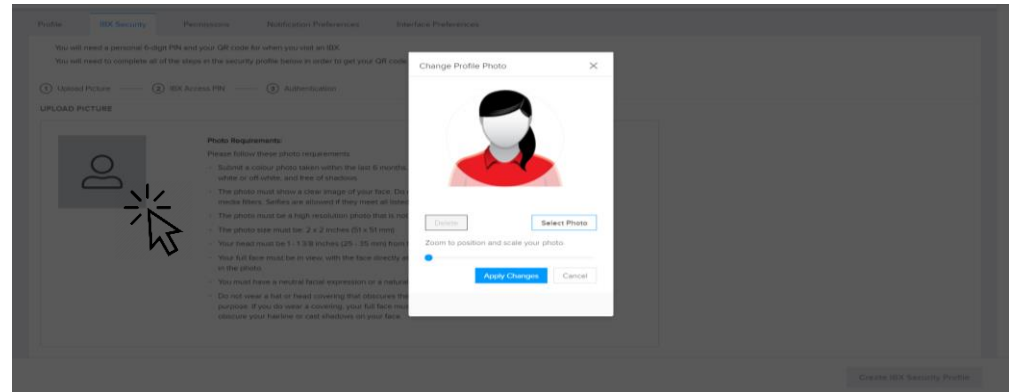
B.



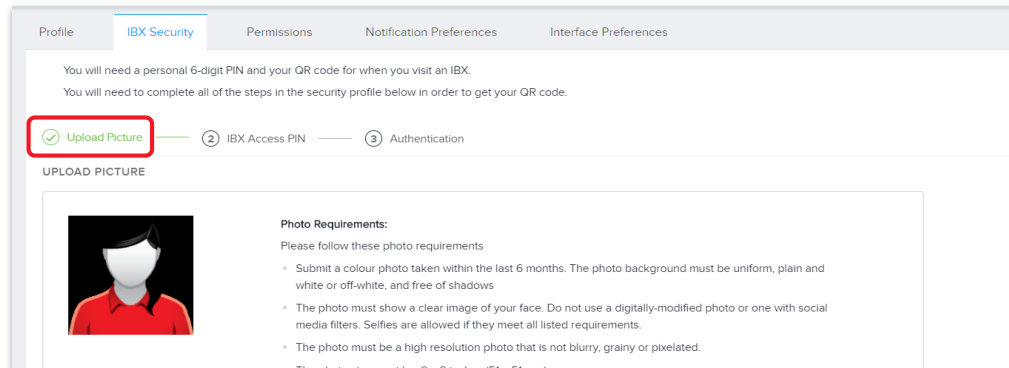
3 Select the IBX Security tab



4 Follow the on-screen prompts to upload your photo



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



6 Scroll to the IBX Access PIN section to:

A. Select your own six-digit PIN

OR

B. Auto generate a six-digit PIN

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

8 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

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

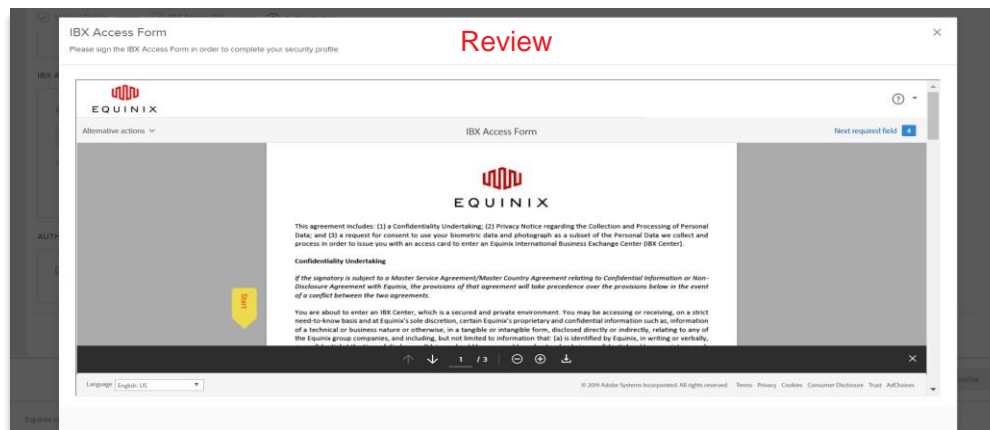
IBX Access Form

Open and sign the document to complete your security profile

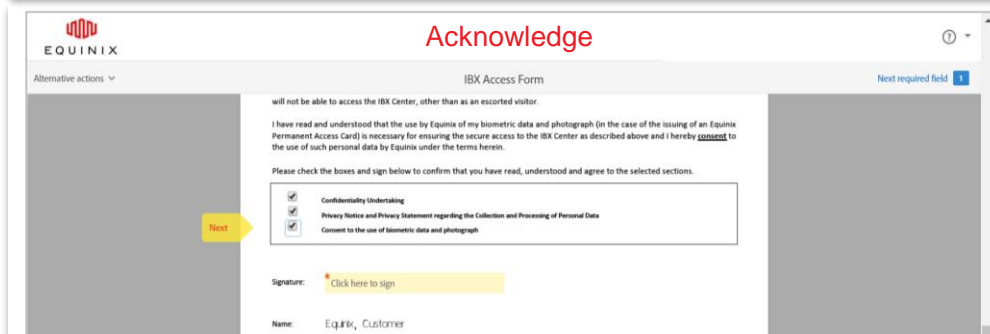
9

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

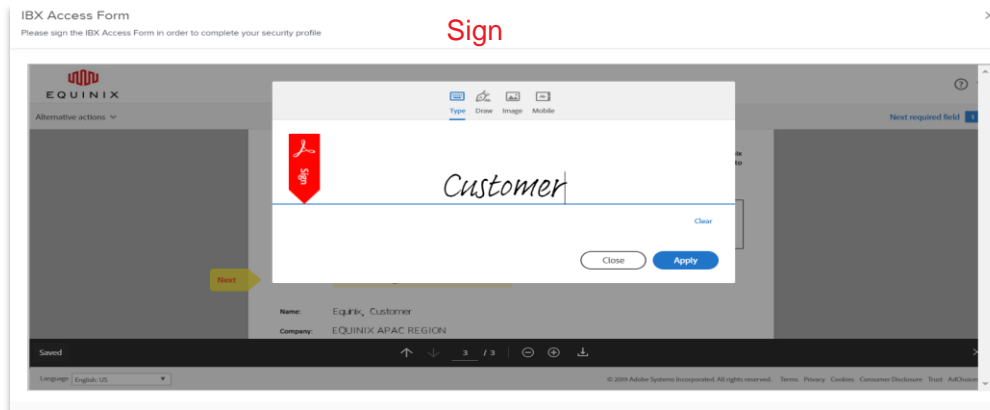
A.



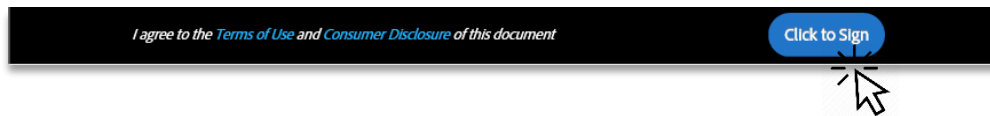
B.



C.



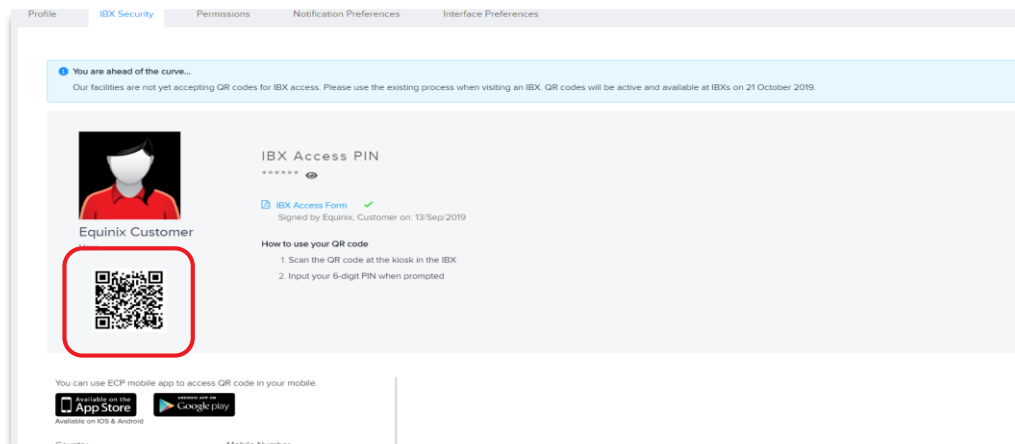
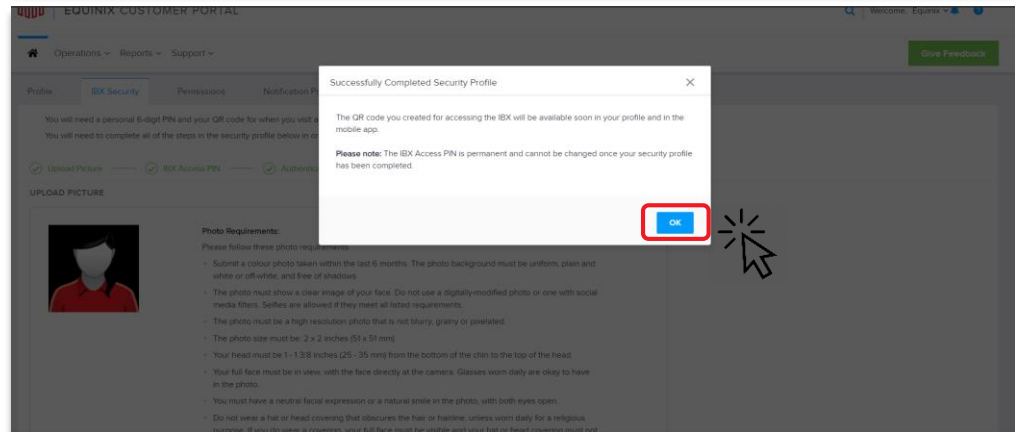
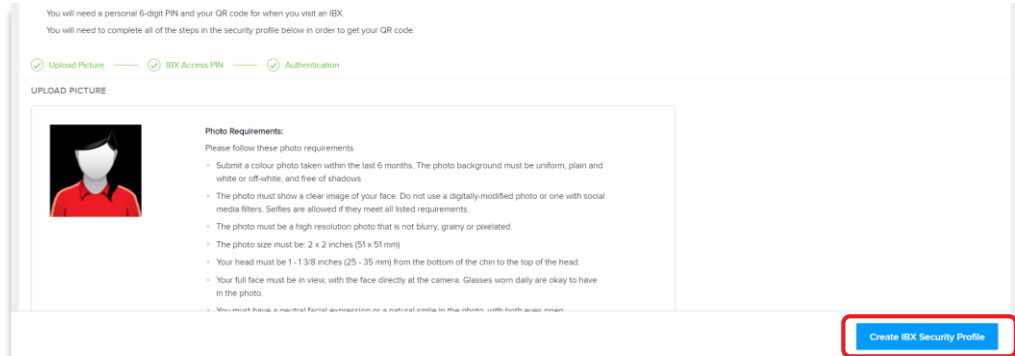
D.



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

11 Click OK

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

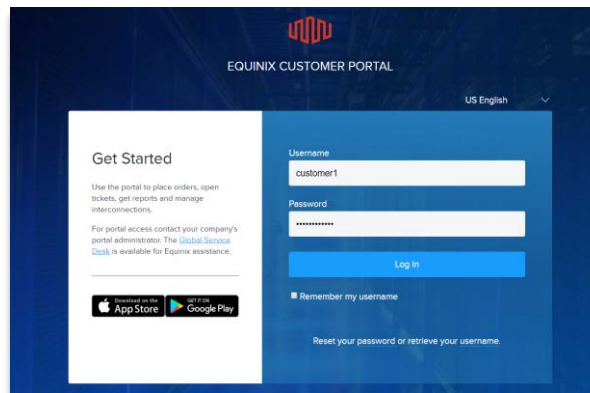


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For easy reference to your QR code and 6-digit PIN:

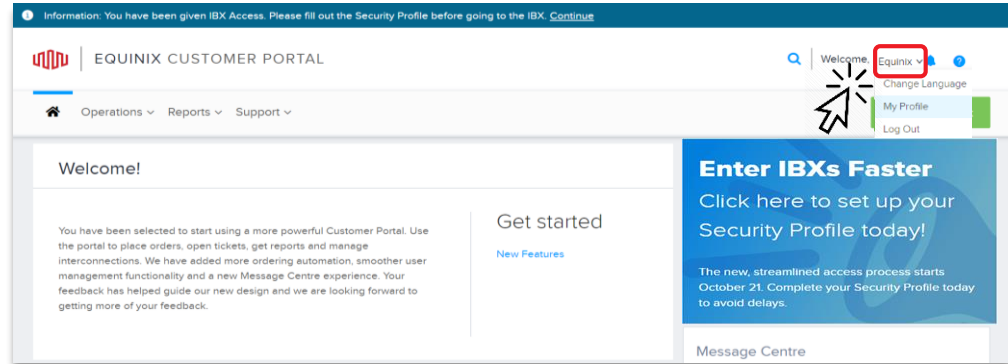
- A. Sign in to Equinix Customer Portal
- B. Select the drop-down next to your name and click on My Profile
- C. Select the IBX Security tab

A.

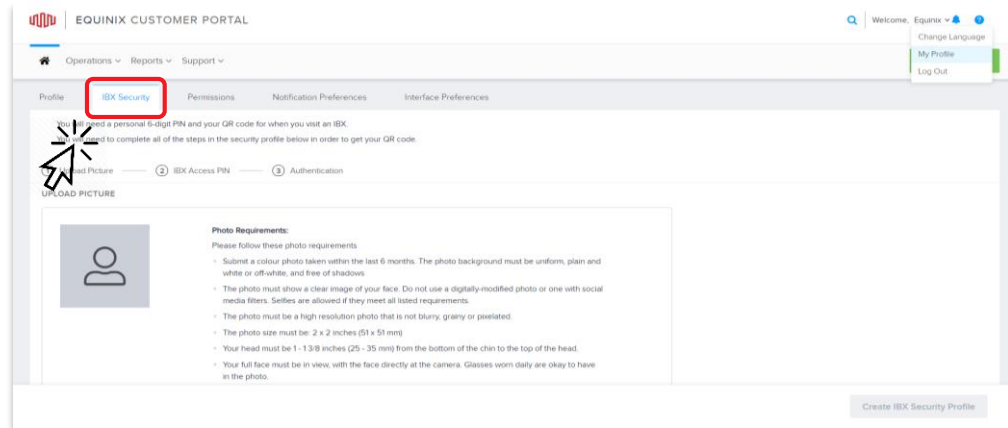


Go to <http://customerportal.equinix.com>

B.



C.



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

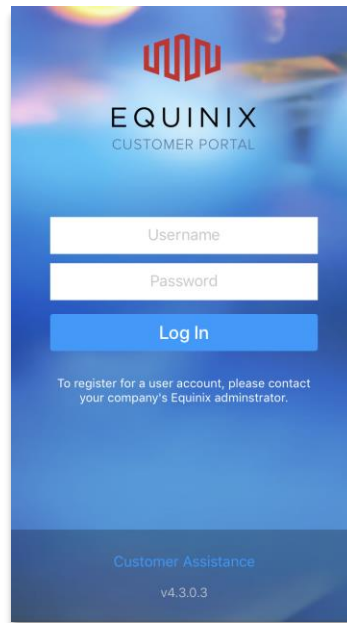
- A. Sign in to the Equinix Customer Portal mobile app

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

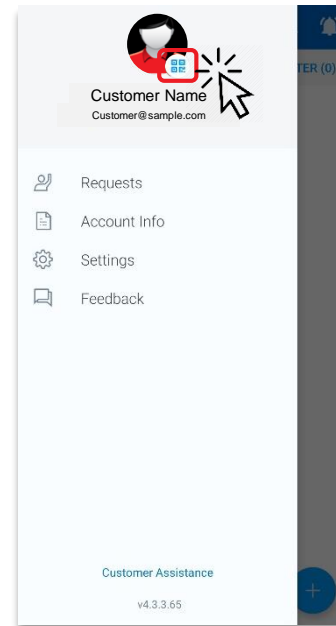
- B. Select the menu icon and click on the graphic next to your photo

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

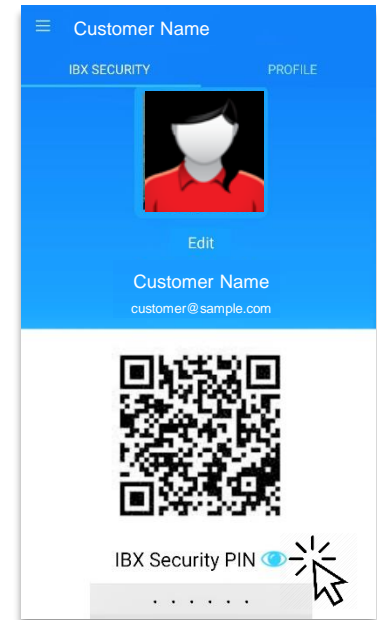
Hint: Select the eye icon to reference your code



A.



B.



C.