

LIGHTEDGE CUSTOMER PORTAL OVERVIEW

TABLE OF CONTENTS

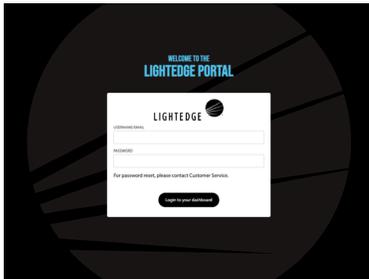
▲ Logging In	PAGE 1
▲ Opening and Viewing Tickets	PAGE 1-2
▲ Order Tracking	PAGE 2
▲ Notifications	PAGE 3
▲ Changing Your Password	PAGE 3
▲ Multi-Factor Authentication	PAGE 3-4
▲ Invoices	PAGE 4
▲ Contact Management	PAGE 4-5
▲ Manage Data Center Access	PAGE 5
▲ Analyze Bandwidth Usage Patterns	PAGE 5-6
▲ Compliance Documents	PAGE 6
▲ Changing Your Company Code	PAGE 7



LOGGING IN:

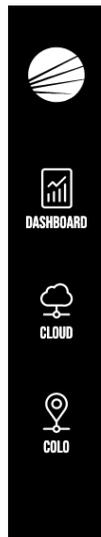
1. Open your browser and go to <https://lightedge.com>. Click on the Support or Resources links in the top right corner to be taken to the Customer Portal. Log into the Portal with the credentials provided.

Customer Portal



2. Once logged in, the dashboard will give you an overview of your current balance, notifications, support tickets, as well as provide download links for up-to-date compliance reports and service guides.

3. On the left side is a navigation panel for quick and easy access to view your cloud and collocated services.

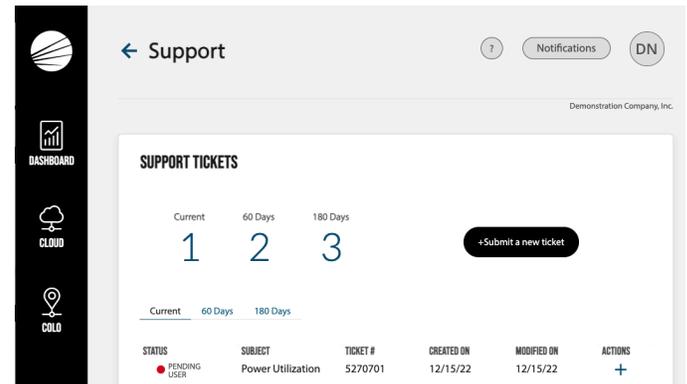


OPENING AND VIEWING TICKETS:

1. From your dashboard you will see a highlight of recent ticket activity. For more detailed information and to view all tickets, use the "Support History" link or click 'help' icon in the top right of your screen and then select "Support".



2. On the Support page, you can view all tickets submitted in the past 180 days. You can also see creation date, last update, current status, and more.



3. To open a new ticket, click the "Submit a new ticket" button. If the button is greyed out, your account lacks the needed permissions to open a ticket. Please contact your company administrator to request the needed permission.

a. Note: you can also open a ticket by emailing tickets@lightedge.com or calling Support at 1.877.589.3654.

If you open a ticket by any means other than through the portal, you will need to have your account Code Word on hand to validate access with Support personnel.

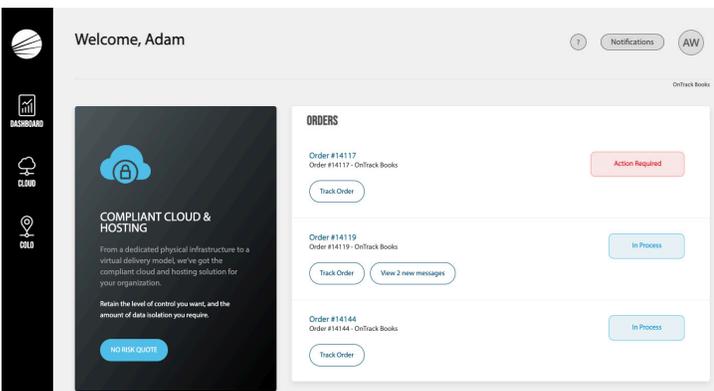


4. To see full details of any ticket, including description of initial request, attachments and communication, simply click the 'plus' icon next to the ticket in question.

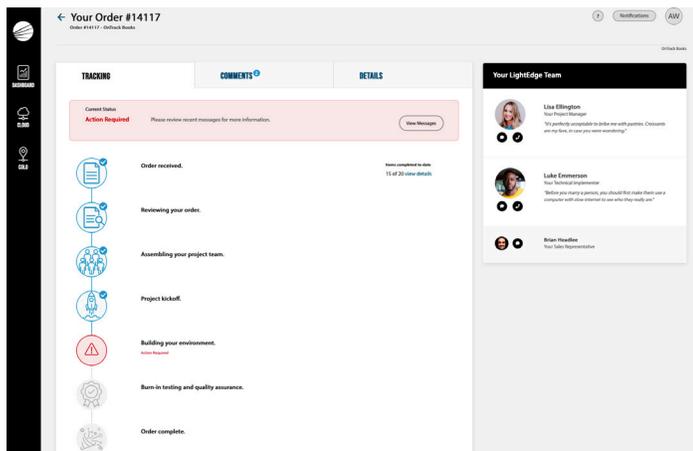
5. A notification is sent to your email address when ticket status is updated or when someone leaves a new comment.

ORDER TRACKING:

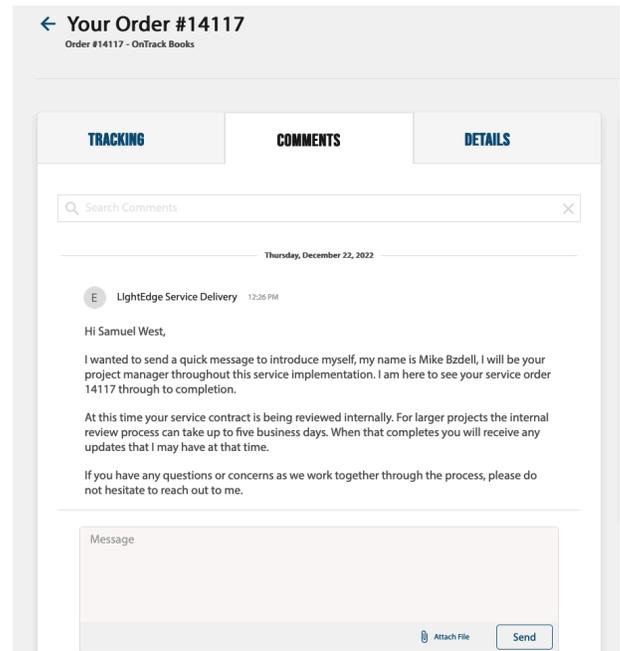
1. From your dashboard you will see a highlight of your open service orders. For more detailed information, use the "Track Order" or order status buttons. Click on the "View New Messages" button to jump directly to messages regarding that order.



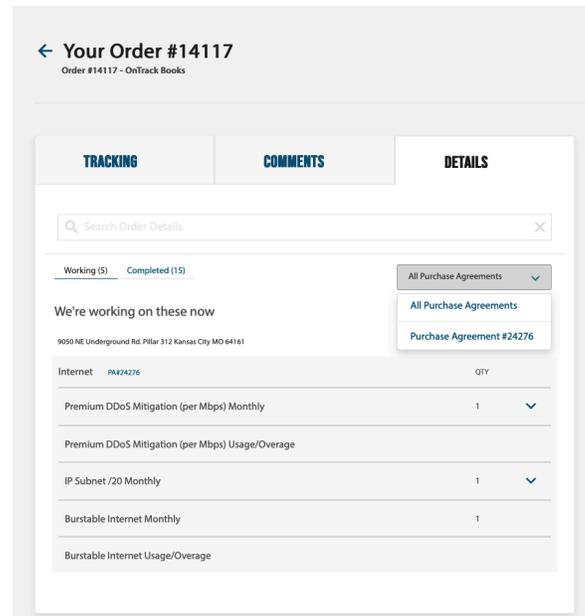
2. From the Tracking tab, you can follow the progress of your order and respond to any action required.



3. From the Comments tab, you can view and send messages related to your order.



4. From the Details tab, you can dive into the specifics of the items contained within the order and see their individual status.

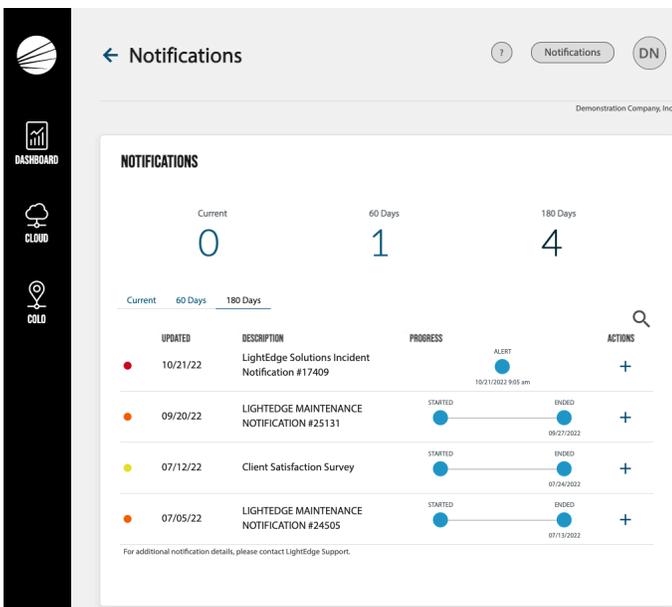


NOTIFICATIONS:

1. Active notifications that have been sent to your organization will appear at the top of the dashboard. For high priority notifications, the message itself will be included on the dashboard.



2. To view all notifications sent within the past 180 days click the "Notifications" button at the top of the dashboard.



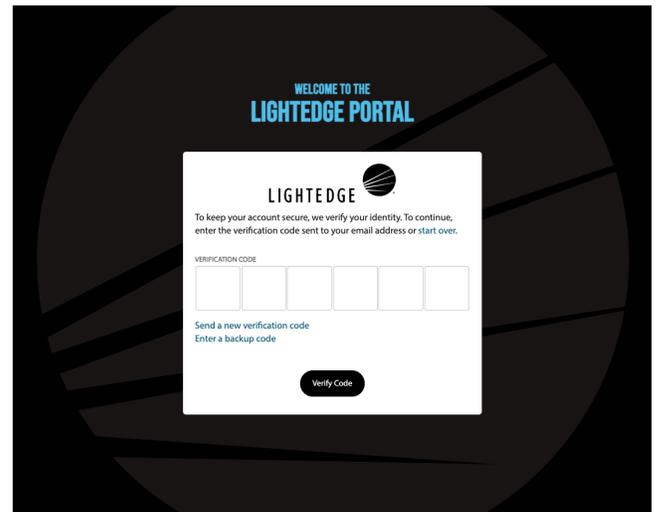
CHANGING YOUR PASSWORD:

1. To change your password, click on your profile icon in the top right of the page and then select "Profile".

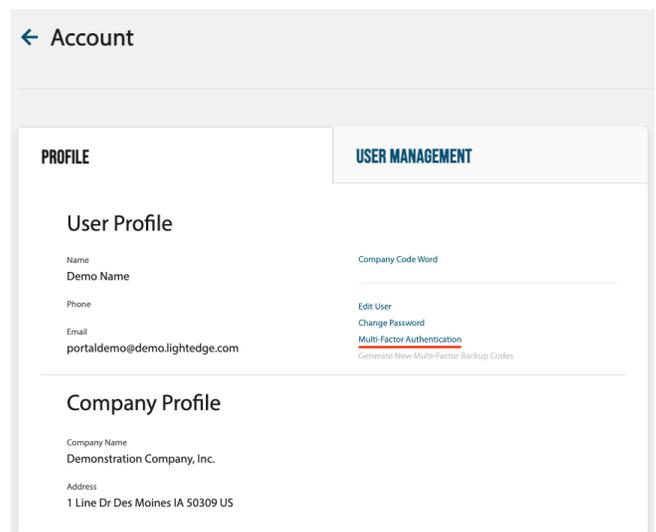
2. Here you can update your name, email address, phone number, and password.

MULTI-FACTOR AUTHENTICATION:

1. You may enable multi-factor authentication for additional security. When multi-factor authentication is enabled, you will be prompted for a verification code in addition to your login credentials.



2. Multi-factor authentication can be enabled by clicking the Multi-Factor Authentication link on the Profile page.



3. To enable multi-factor authentication, you will be required to enter the verification code sent to your email address. This step ensures that your email address is correct and can receive verification codes from the portal.

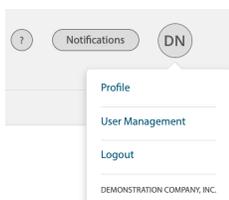
INVOICES:

1. You can view your current invoice on the dashboard under “Current Balance”. In the same section, click on “Billing History” to view all previous invoices.

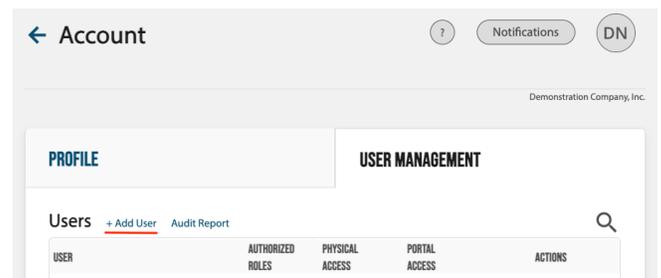
Any questions regarding your invoices should be directed to your Sales Account Manager or billing@lightedge.com.

CONTACT MANAGEMENT:

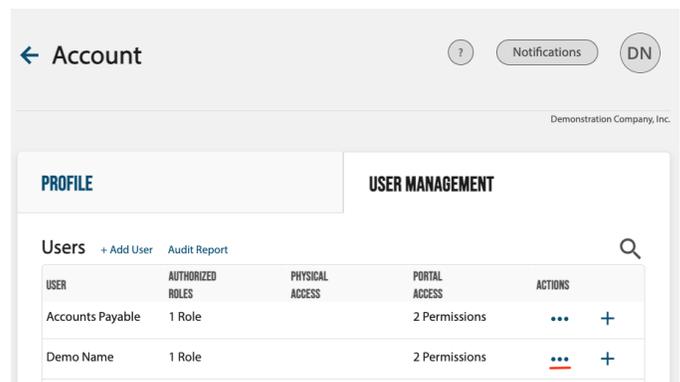
1. To create, modify, or remove contacts from your account, click your profile icon on the top right of the dashboard and then select “User Management”.



2. On the “User Management” tab, you will be able to add and remove contacts for your organization, as seen below. You will want to create at least one Admin contact who can authorize any add/change/remove of user accounts for your organization.



3. Once contacts are created, you can configure their permissions by clicking the 3 dots under ‘ACTIONS’ for the specified user.



4. A list of available permissions and descriptions will be listed when you edit a user’s account, allowing you to select only the permissions you want that user to have.



Edit Portal Permissions

Any changes made to user portal permissions will go into effect on next login.

ADMIN WRITE
Read and write access to users and portal permissions within the customer.

CUSTOMER READ
Can read services, users and authorized roles within the customer.

CUSTOMER TICKET WRITE
Can open and modify all tickets within the customer.

CUSTOMER WRITE
Read and write access to tickets and services within the customer.

CUSTOMER CONTACT READ
Can read authorized roles and users within the customer.

CUSTOMER CONTACT WRITE
Read and write access to authorized roles and users within the customer.

MANAGE DATA CENTER ACCESS:

You must have the "Company Admin" role to manage DC access.

1. Add or remove data center physical access from the user management screen using the "Request Physical Access" and "Remove Physical Access" links in the dots menu.

USER	AUTHORIZED ROLES	PHYSICAL ACCESS	PORTAL ACCESS	ACTIONS
Accounts Payable	1 Role		2 Permissions	... +
Demo Name	1 Role		2 Permissions	... +
Jason McGrann	1 Role		4 Permissions	...
John Doe			No Portal Access	...
Juan Avila			1 Permission	...
Quinn Wood		Pending	No Portal Access	...

2. Once physical access is requested for a contact, that contact will be marked "pending" until they accept the policy.

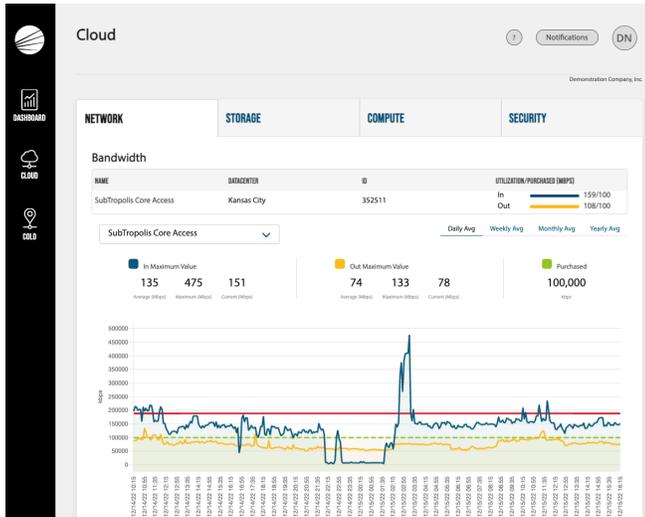
3. The contact will receive an email with directions on how to accept the LightEdge Physical Access Policy, which they can easily do from the portal.

4. After accepting the policy the option "Has Access" will appear in the "Physical Access" column.

ANALYZE BANDWIDTH USAGE PATTERNS:

1. To view your bandwidth usage patterns, select the type of service you have from the left-hand navigation tree: Cloud or Colocation. The first thing you will see when navigating to this service is the Network tab.

2. Bandwidth is shown with inbound and outbound displayed alongside your 95% percentile contracted bandwidth. This tool allows you to view your daily, weekly, monthly, and yearly usage patterns.



COMPLIANCE DOCUMENTS

1. To view documents and reports such as LightEdge Compliance Documents, click your profile icon on the top right of the dashboard and then select "Profile".

2. On the "Profile" screen, you will see list of "Documents & Reports" either to the right of your "Profile" tab or beneath it when viewing the Portal on mobile devices. Click the chevron arrow on the "Compliance" header to expand and view the list of Compliance Documents, and then click the down arrow next to the document title to view or download the document.

Account

Documents & Reports

- Compliance
 - LightEdge Data Center Visitor Policy (October 2020)
 - LightEdge HITRUST CSF Letter of Certification (October 2022)
 - LightEdge ISO 20000-1 (September 2022)
 - LightEdge ISO 22301 (September 2022)
 - LightEdge ISO 27001 (September 2022)
 - LightEdge NIST 800-53 (September 2022)
 - LightEdge PCI DSS AOC



CHANGING YOUR COMPANY CODE WORD

You must have the "Company Admin" role to view or change your Company Code Word.

1. The Company Admin Contact is responsible for establishing and maintaining a "Company Code Word" that can be shared with any other Authorized Contacts within your Company.

2. To view or change your Company Code Word, click your profile icon on the top right of the dashboard and then select "Profile". In the "User Profile" section of the Profile tab, there is a "Company Code Word" link that allows you to view or change the Code Word. You must have the "Company Admin" role to view or change your Company Code Word.

3. Clicking the "Company Code Word" link will show a form that provides more information and the ability to view or change the Code Word.

