



# LightEdge Customer Portal Overview

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### Portal Overview:

#### LightEdge customers can:

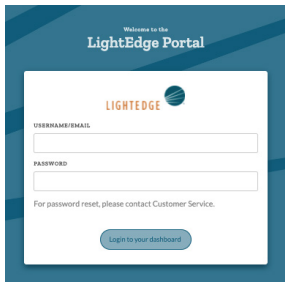
- Submit, track, and update trouble tickets with LightEdge Support
- Manage user accounts and permissions
- Manage who has access to the Data Center
- Manage their company codeword for access verification
- Analyze bandwidth usage
- Download compliance reports, service guides, and more
- View invoice and billing history
- View all subscribed products and services



## Logging In:

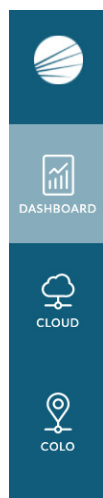
1. Open your browser and go to <https://lightedge.com>. Click on Customer Portal in the top right corner. Log into the Portal with the credentials provided.

Customer Portal



2. Once logged in, the dashboard will give you an overview of your current balance and 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.

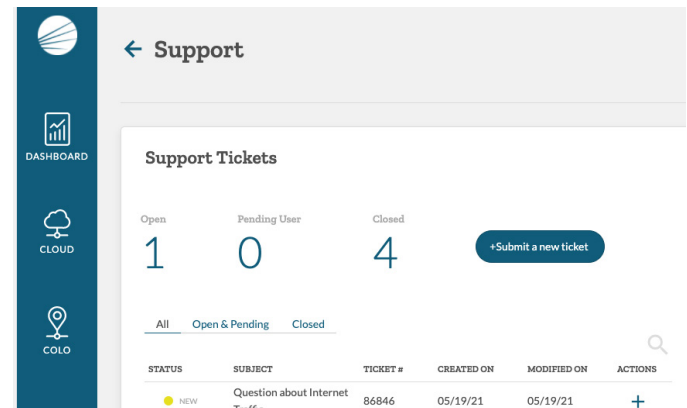


## Opening and Viewing Tickets:

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. 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](mailto: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.

## 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.

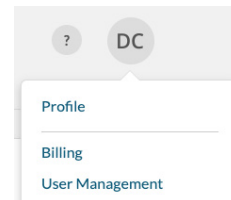
## Invoices:

**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.

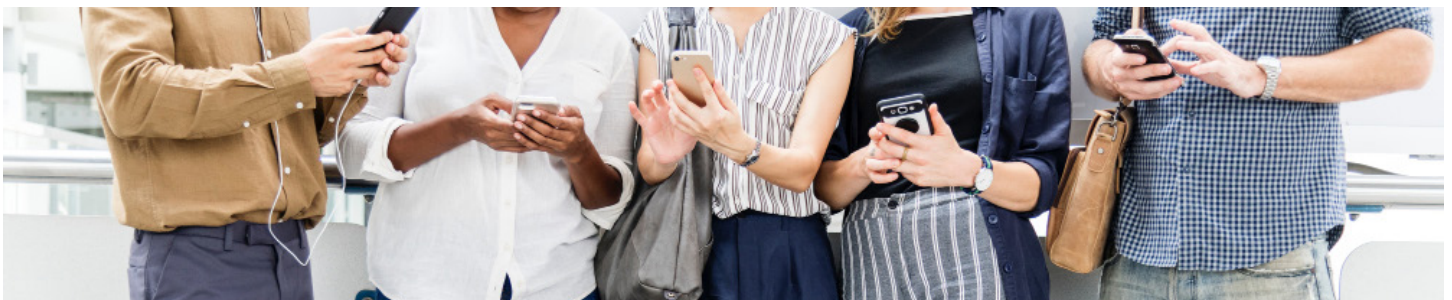
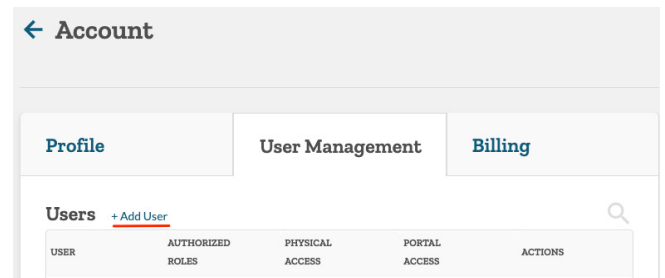
Any questions regarding your invoices should be directed to your Sales Account Manager or [billing@lightedge.com](mailto:billing@lightedge.com).

## Contact Management:

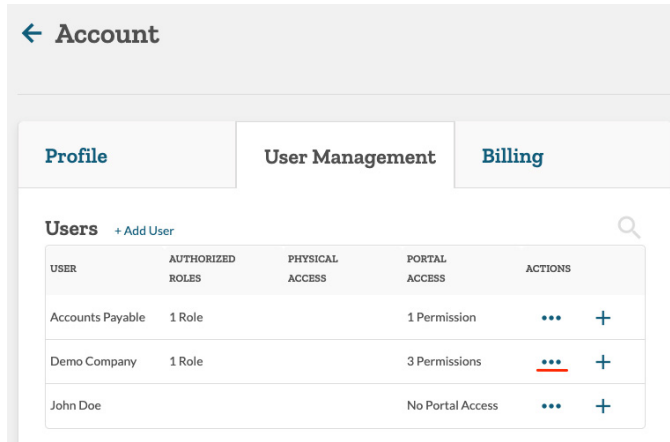
**1.** To create, modify, or remove contacts from your account, click your profile icon on the top right of the dashboard and then select "User Management".



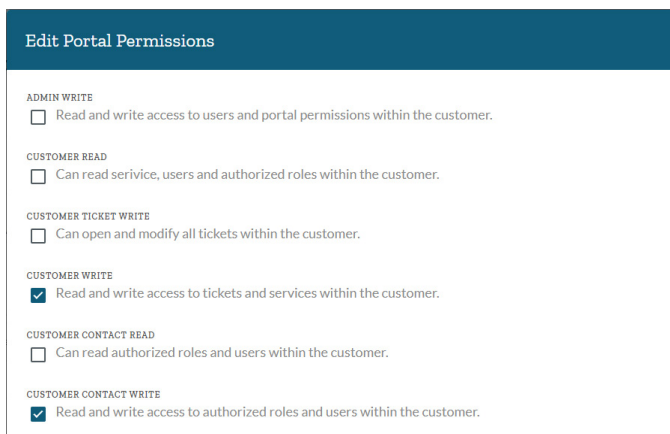
**2.** On the "User Management" tab, you will be able to add and remove contacts for your organization, as seen below. You will want to create at least one Admin contact who can authorize any add/change/remove of user accounts for your organization.



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



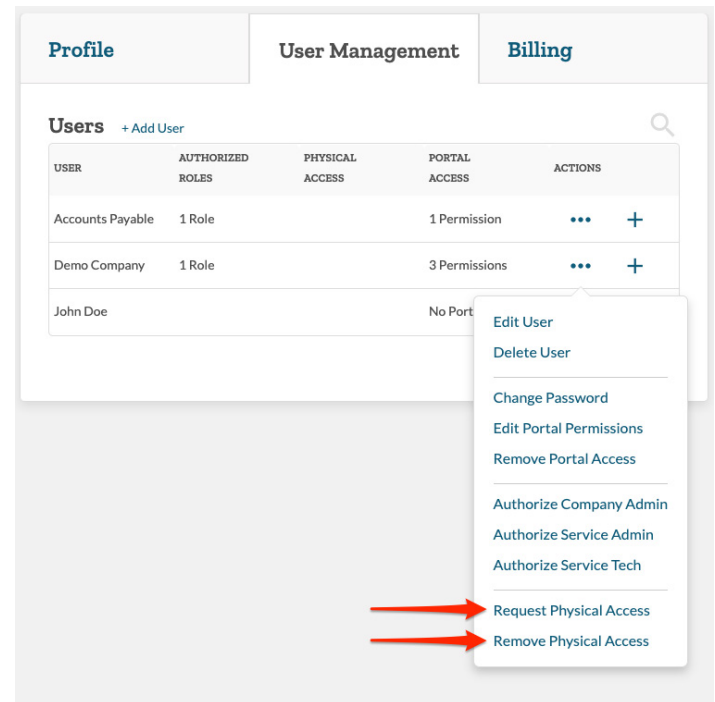
**4.** A list of available permissions and descriptions will be listed when you edit a user's account, allowing you to select only the permissions you want that user to have.



## Manage Data Center Access:

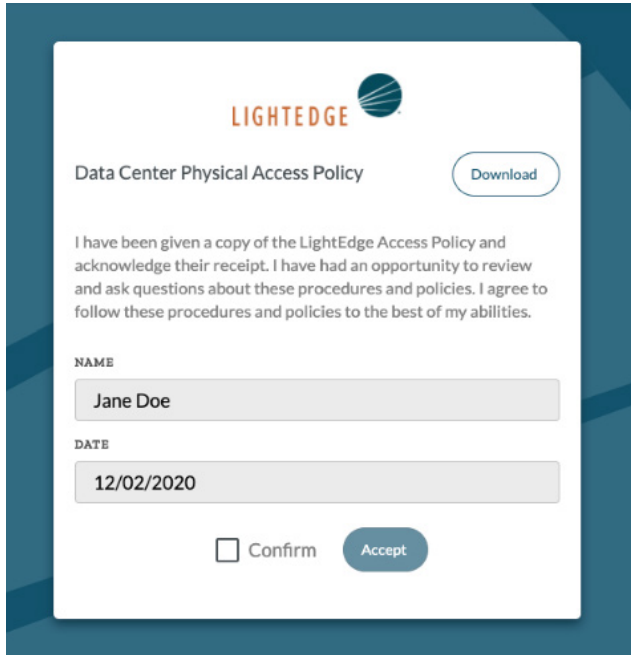
You must have the "Company Admin" role to manage DC access.

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



**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.



The screenshot shows a web form for accepting a "Data Center Physical Access Policy". At the top, the LightEdge logo is displayed. Below the logo, there is a "Download" button. The main text of the form reads: "I have been given a copy of the LightEdge Access Policy and acknowledge their receipt. I have had an opportunity to review and ask questions about these procedures and policies. I agree to follow these procedures and policies to the best of my abilities." Below this text, there are two input fields: "NAME" with the value "Jane Doe" and "DATE" with the value "12/02/2020". At the bottom of the form, there are two buttons: "Confirm" (with an unchecked checkbox) and "Accept" (highlighted in blue).

**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.

