

Knowledge

Browse and search for articles, rate or submit feedback.



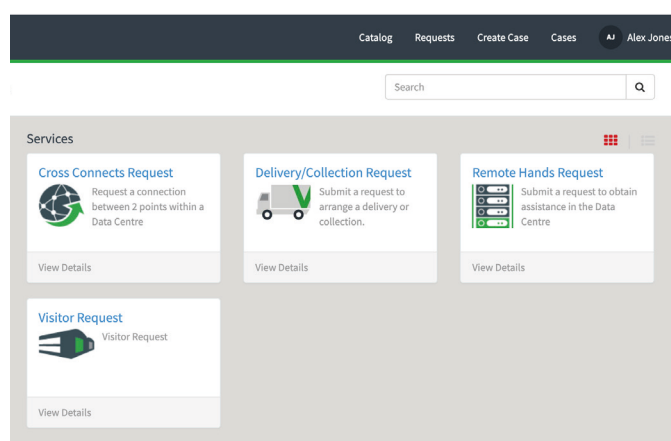
Get help

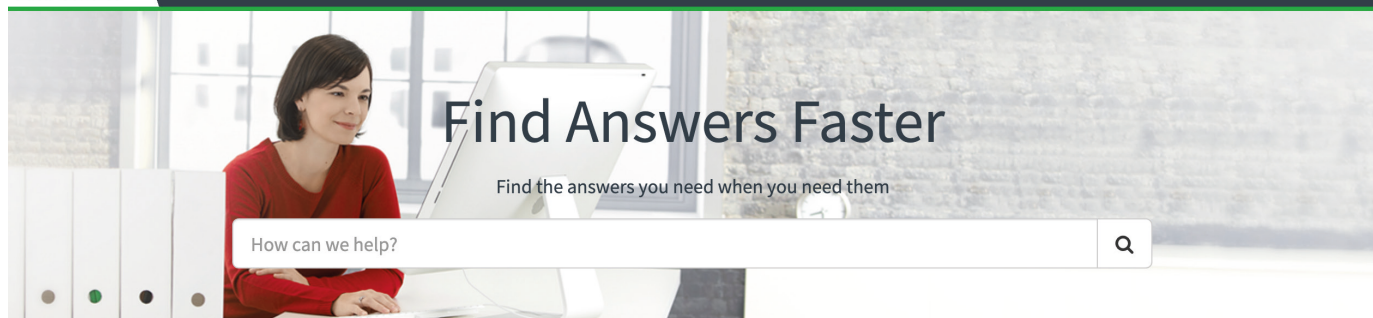
Contact support to make a request, or report a problem.

SERVICE NOW INDUCTION

Visitor Access Request

- › Log in to ServiceNow via virtus.service-now.com/vcsm using your email address and password.
- › Select 'catalog' from the top navigation bar.
- › Select 'visitor requests' from the menu screen.
- › Your requester and company name details will automatically be filled in.
- › Add your contact number.
- › Select a data centre and a data hall. You may only choose a data centre and data hall that are located in.
- › Select a start and finish date.
- › Complete the visitor details section for each visitor that requires access.
- › If there is any other information you would like to provide you may do so now.
- › Select if an escort is required.
- › When you have completed the form click 'order now'.
- › You can now track the progress of your request.





Knowledge

Browse and search for articles, rate or submit feedback.



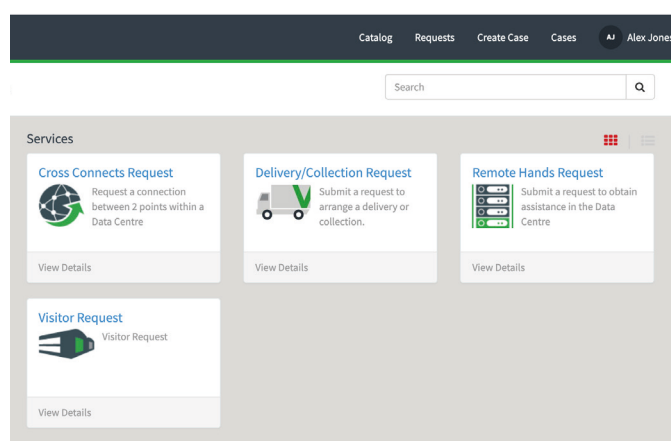
Get help

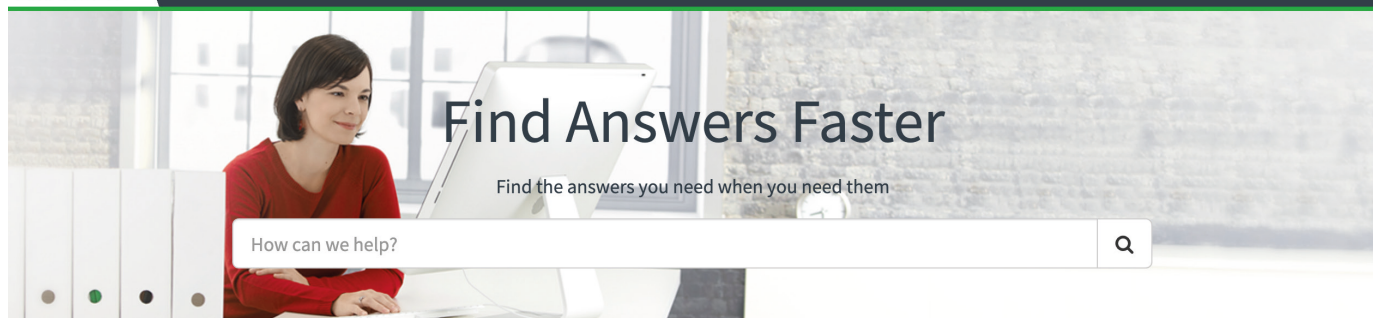
Contact support to make a request, or report a problem.

SERVICE NOW INDUCTION

Remote Request

- Log in to ServiceNow via virtus.service-now.com/vcsm using your email address and password.
- Select 'catalog' from the top navigation bar.
- Select 'remote hands request' from the menu screen.
- Your requester and company name details will automatically be filled in.
- Add your contact number.
- Select a data centre and a data hall. You may only choose a data centre and data hall that are located in.
- You may also add a rack and customer PO reference.
- Provide information on the action to be taken. You also have the option to add attachments.
- When you have completed the form click 'order now'.
- You can now track the progress of your request.





Knowledge

Browse and search for articles, rate or submit feedback.



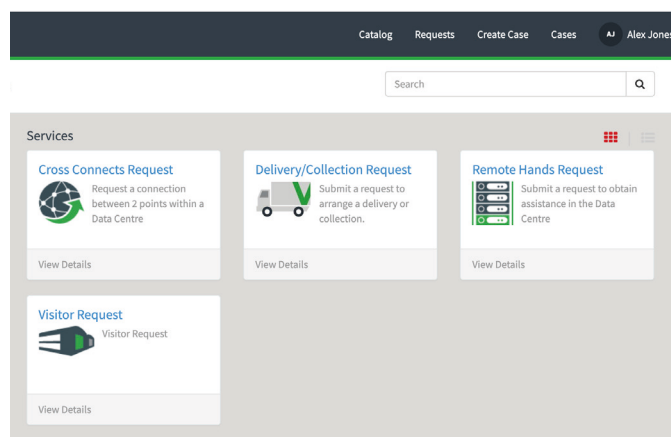
Get help

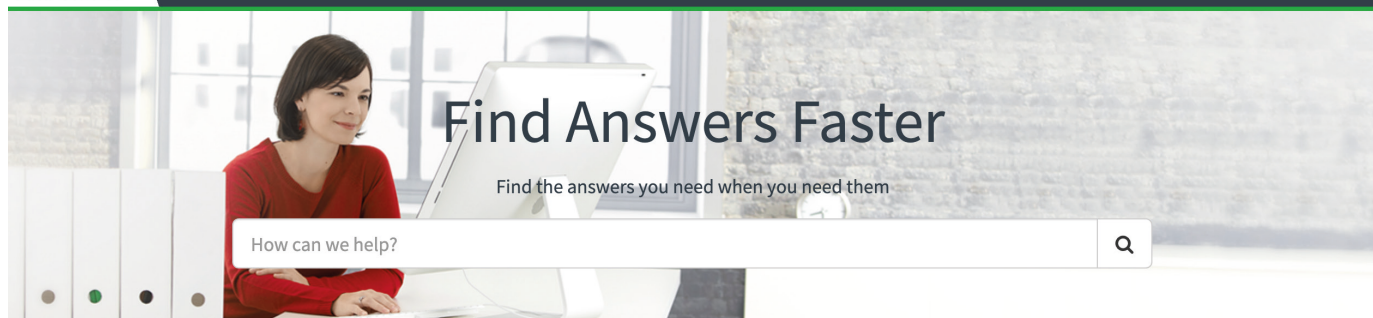
Contact support to make a request, or report a problem.

SERVICE NOW INDUCTION

Delivery/Collection Request

- › Log in to ServiceNow via virtus.service-now.com/vcsm using your email address and password.
- › Select 'delivery/collection request' from the menu screen.
- › Your requester and company name details will automatically be filled in.
- › Add your contact number.
- › Select a data centre and a data hall. You may only choose a data centre and data hall that are located in.
- › Select a start and finish date.
- › Add the name of the courier as well as their contact details.
- › Select whether you are ordering a collection request or delivery request from the drop-down menu. You also have the option to add attachments.
- › When you have completed the form click 'order now'.
- › You can now track the progress of your request.





Knowledge

Browse and search for articles, rate or submit feedback.



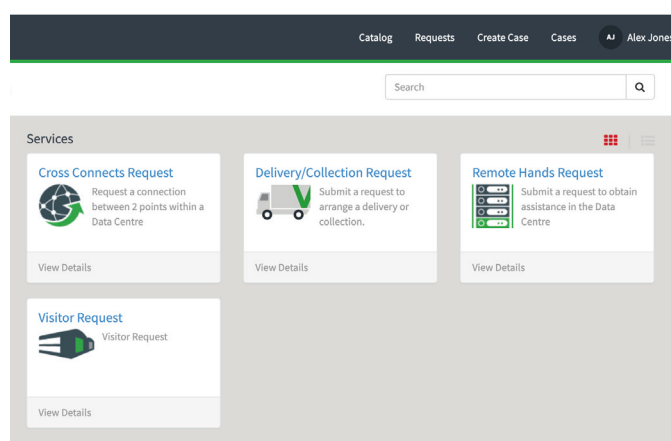
Get help

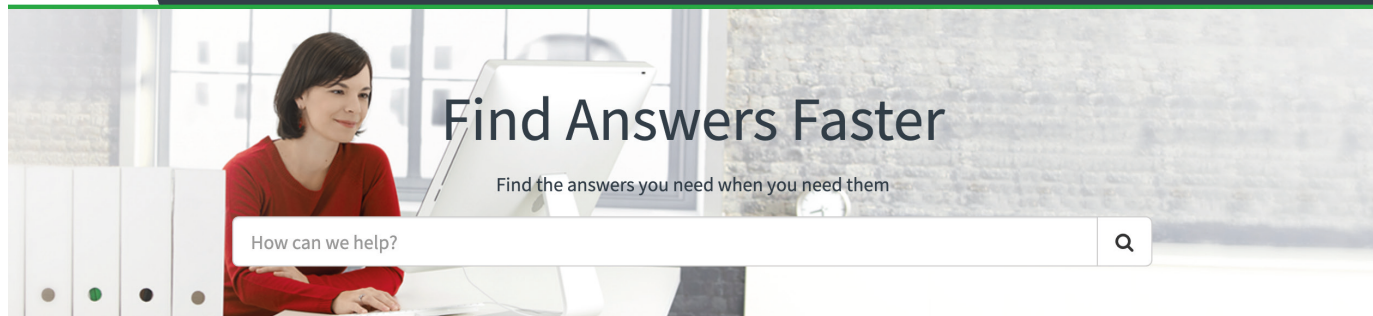
Contact support to make a request, or report a problem.

SERVICE NOW INDUCTION

Cross Connects Request

- Log in to ServiceNow via virtus.service-now.com/vcsm using your email address and password.
- Select 'catalog' from the top navigation bar.
- Select 'cross connects request' from the menu screen.
- Your requester and company name details will automatically be filled in.
- Add your contact number.
- Choose an option from the cross connects type drop down menu.
- Input a carrier circuit ID.
- Do you have a letter of authority? If so, please attach this at the end of the form.
- Select a data hall, and a rack. You can only choose a data centre that you are located in.
- Insert a patch panel number and port number.
- Choose a connector type from the drop-down menu.
- Insert the company name, data hall, rack, patch panel or tray, and port that you would like to cross connect to.
- Choose a connector type from the drop-down menu.
- Attach your letter of authority.
- When you have completed the form click 'order now'.
- You can now track the progress of your request.





Knowledge

Browse and search for articles, rate or submit feedback.



Get help

Contact support to make a request, or report a problem.

SERVICE NOW INDUCTION

Create a Case

- › Log in to ServiceNow via virtus.service-now.com/vcsm using your email address and password.
- › Select 'create case' from the top navigation bar.
- › Your requester and account details will automatically be filled in.
- › Choose a data centre, data hall, cage and rack from the drop-down menus.
- › You can only choose a data centre that you are located at.
- › Select the nature of your issue from the drop-down menu.
- › Describe the issue in as much detail as possible. You also have the option to add attachments to assist in your case.
- › When you have completed the form click 'submit'.
- › You may add additional information after submitting your case.

