Portal User Guide
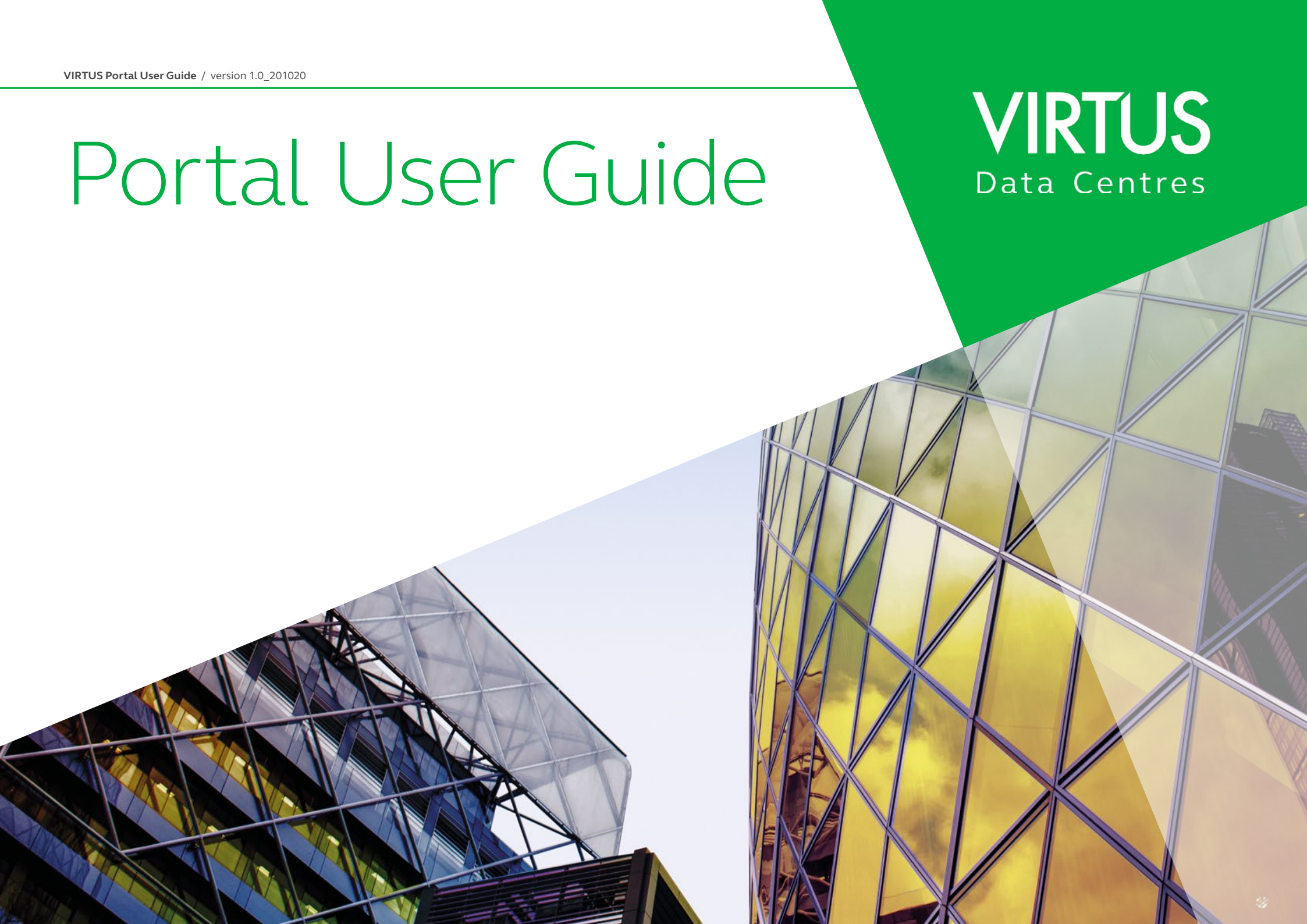
VIRTUS
Data Centres

Welcome to the VIRTUS Customer Portal

To access the portal, navigate to the following location:

https://virtus.service-now.com/vcsm

Once logged in, you will be directed to the portal Homepage. You may see a coloured banner at the top of the page, this will be used by VIRTUS to bring any key notifications to your attention. Once you have read the announcement you can dismiss this by clicking on the 'x' in the top right-hand corner of the page.

In the menu bar of the homepage you will see contact details for the VIRTUS Service Management Centre and a link to the VIRTUS website.

# Service Requests

When clicking on the 'More Options' button, you will have two options:

❯ Create a Service Request

❯ To view your existing service requests

After clicking on 'Create Service Request' you will be presented with the list of available Service Request Options which include:

❯ Cross Connects Request

❯ Delivery or Collection Request

❯ Remote Hands Request

❯ Visitor Request
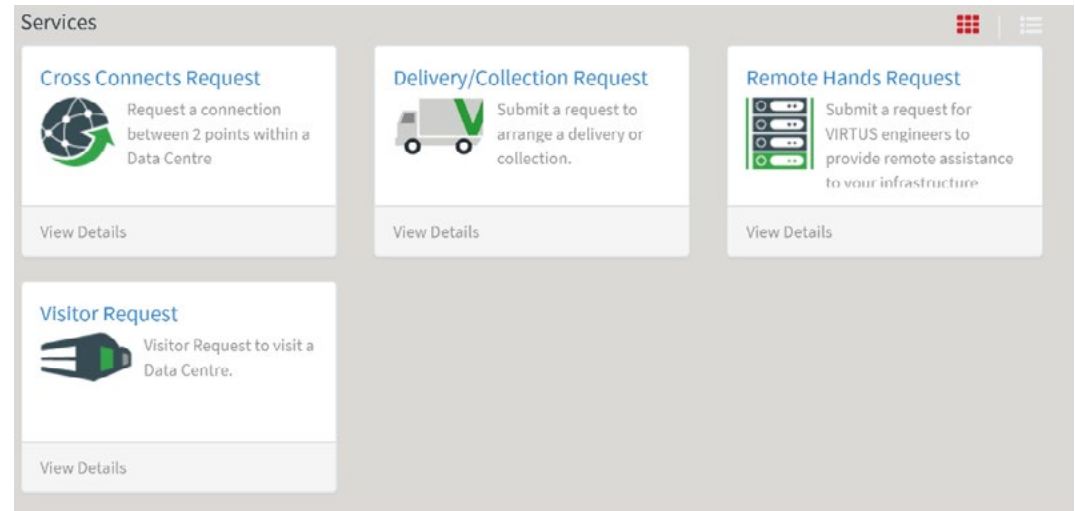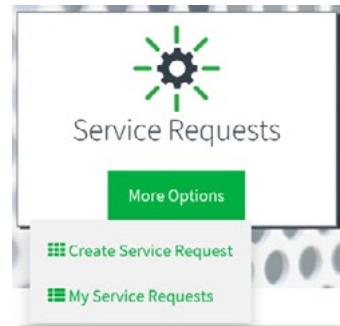
Cross Connect Request

> Select 'cross connects request' from the menu

> Your requester and company name details will automatically be filled in

> Add your contact number

> If you are only located in one of our data centres the Data Centre field will automatically populate. If you are located within multiple VIRTUS data centres, please use the drop down list to select the correct site

> Choose an option from the cross connects type drop down menu

> Input a carrier circuit ID (if applicable)

> Do you have a letter of authority? If so, please attach this at the end of the form

> Provide the A end details. 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

> Provide the B end details. 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

> The short description field automatically populates based on the details of the request. If you would like to change this to make the request easier for you to locate at a later date, then you can amend it now

> Attach your letter of authority

> When you have completed the form click 'order now'

> You can now track the progress of your request via the 'My Service Requests Option'

Delivery/Collection Request

> Select 'delivery/collection request' from the menu

> Your requester and company name details will automatically be filled in

> Add your contact number

> Select a data centre. You may only choose a data centre and data hall that are located in.

> Add the name of the courier as well as their contact details (if known)

> Select whether you are ordering a collection request or delivery request from the drop-down menu

> Select 'Add' under the Batch Delivery field. Add a Batch Delivery Number and the number of packages expected. Enter a Consignment Number and a Target Delivery Date

> Select 'Add'. Repeat this process for as many delivery 'batches' as required

> The short description field automatically populates based on the details of the request. If you would like to change this to make the request easier for you to locate at a later date then you can amend it now

> When you have completed the form click 'order now'

> You can now track the progress of your request via the 'My Service Requests Option'

Remote Hands Request

› Select 'remote hands request' from the menu

› 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 you 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

› The short description field automatically populates based on the details of the request. If you would like to change this to make the request easier for you to locate at a later date, then you can amend it now

› When you have completed the form click 'order now'

› You can now track the progress of your request via the 'My Service Requests Option'

Visitor Request

› Select 'visitor requests' from the menu screen

› Please answer the relevant COVID-19 questions and check the tick box to confirm your agreement

› 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 you 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

› Please provide details of the reason for the visit

› The short description field automatically populates based on the details of the request. If you would like to change this to make the request easier for you to locate at a later date then you can amend it now

› When you have completed the form click 'order now'

› You can now track the progress of your request via the 'My Service Requests Option'

My Service Requests

When clicking on My Service Requests you will be presented with a list of all your Service Requests.
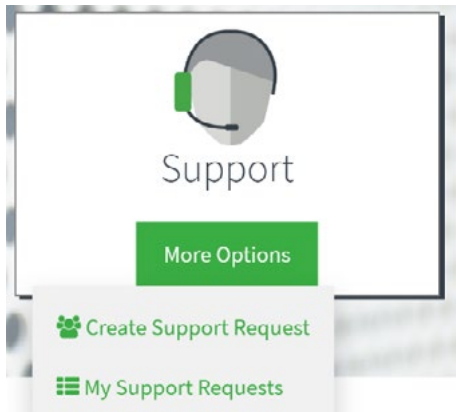
When clicking into the request you will be able to see the request status along with any communication from VIRTUS. If you would like to provide any further information relating to the request, you may type a message in the text box and press 'Send'. The VIRTUS Service Management Centre will be notified of your message and will respond accordingly.
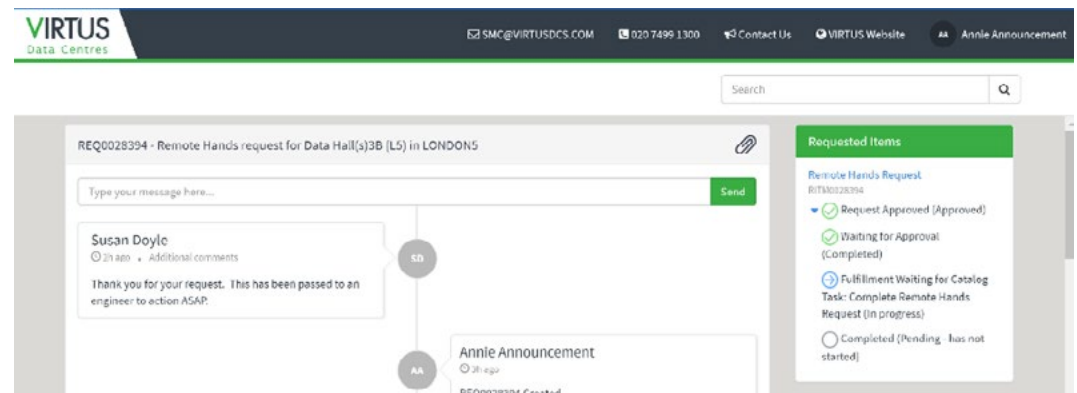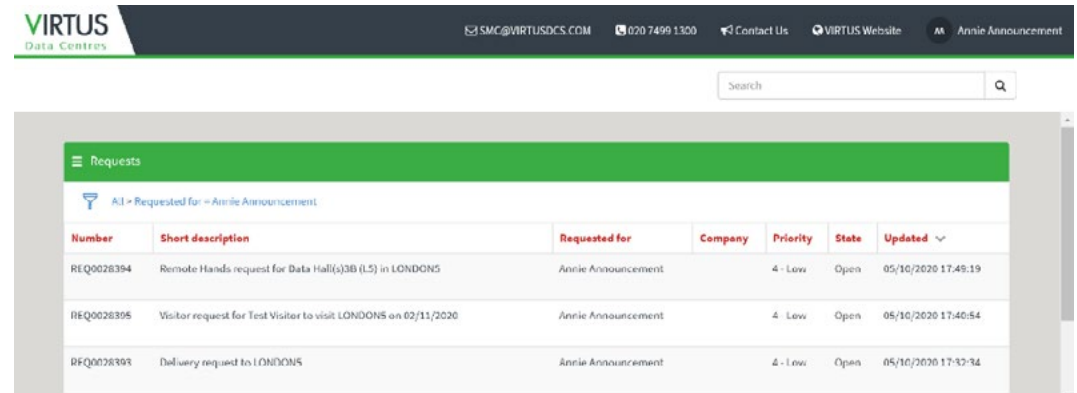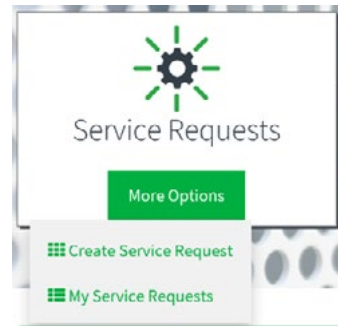
Support

When clicking on the 'More Options' button, you will have two options:

❯ Create a Support Request

❯ My Support Requests

Support Request

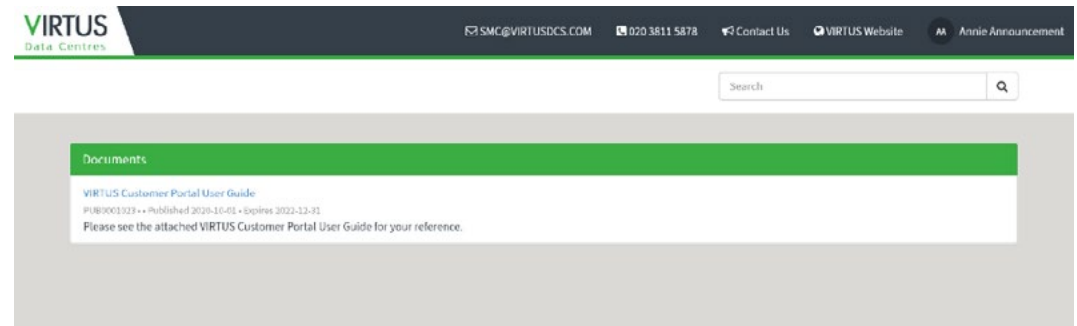**When clicking 'Create Support Request' you will be taken to the 'Create Case' form.**

Provide the required information for any incidents/questions/complaints or suggestions you may have.

❯ Your requester and account details will automatically be filled in

❯ Choose a data centre, data hall, cage and rack from the drop-down menus (as applicable). 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

My Support Requests

When clicking on My Support Requests you will be presented with a list of all your Support Requests.

When clicking into the support request you will be able to see the request status along with any communication from VIRTUS. If you would like to provide any further information relating to the request, you may type a message in the text box and press 'Send'. The VIRTUS Service Management Centre will be notified of your message and will respond accordingly.
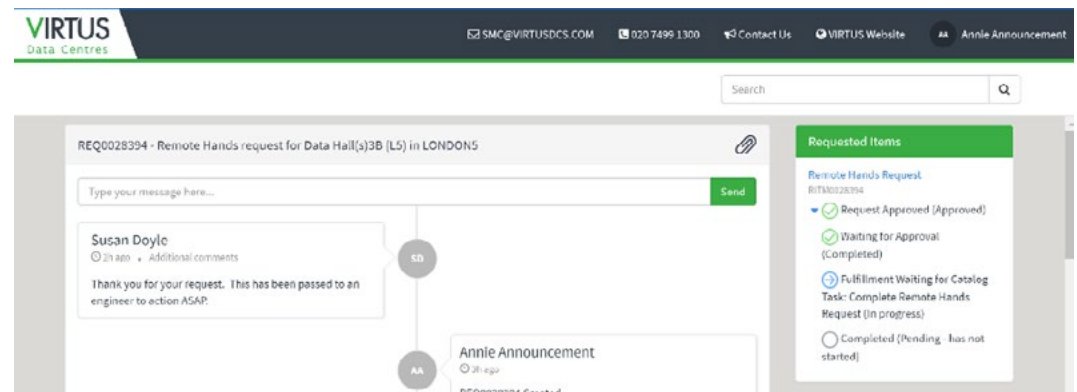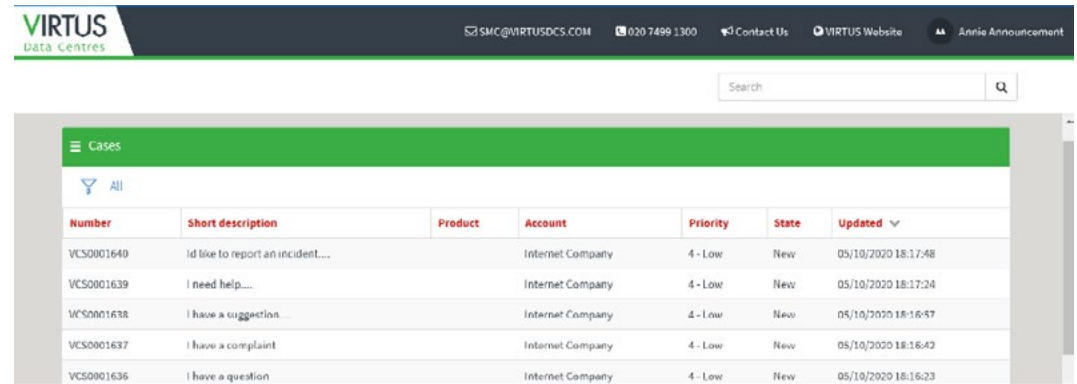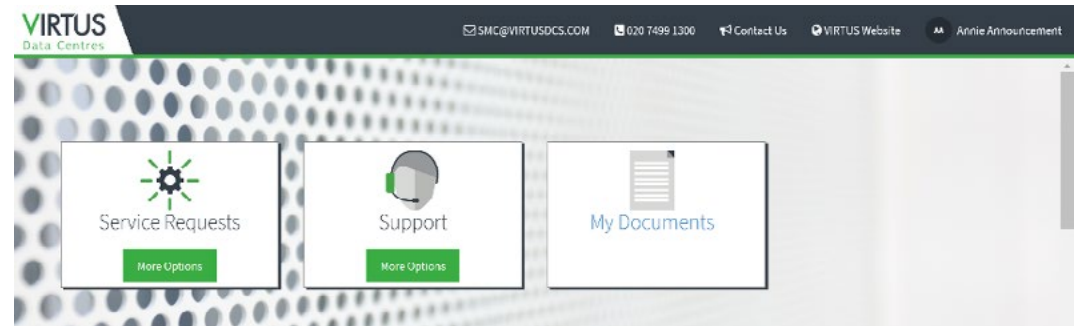
My Documents

In the my documents you will be able to find key documents relating to the service provided by VIRTUS. This area will be used to share new documents with you as they become available.

When you click on 'My Documents' this will take you to all the current documents which have been shared with your organisation.

On the Homepage you will also find quick access to Notifications, Support Requests, Service Requests and contact details for your dedicated account team.

Contacts

If you have any questions, or require any further
assistance with the VIRTUS portal then please
contact the VIRTUS Service Management centre:

020 7499 1300 (option 1)
smc@virtusdcs.com