
MyGlobalConnect

User Guide

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Welcome to MyGlobalConnect

MyGlobalConnect is your online portal, where you can get a quick overview of your network and services at GlobalConnect. You can create new user-logins for your employees and colleagues, report errors on your services and contact our ServiceDesk.

In this guide you will find answers to the most common questions on how to create cases, allocation of user rights, company overview of your services and open cases.

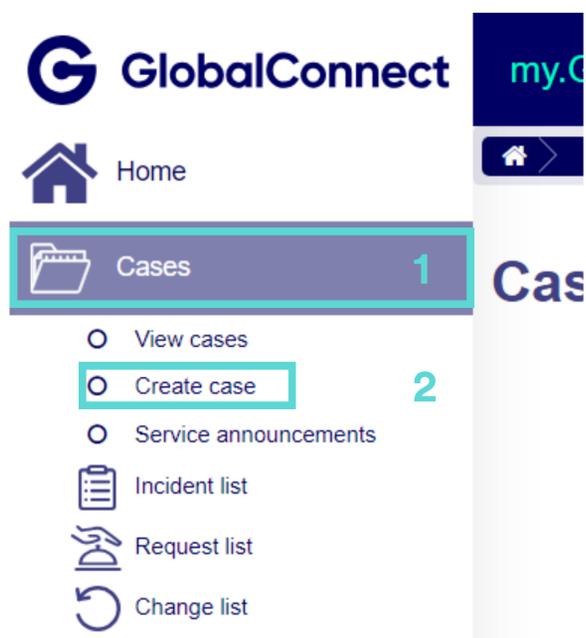
Should you have any questions that you cannot find the answer to in this guide, please do contact us through MyGlobalConnect [here](#).

Venlig hilsen,



Create a case

You can create a case through MyGlobalConnect if you are experiencing issues with your services, have questions about your invoice or if you have more general requests.



You create a case by:

1. Go to cases
2. Choose “Create case”
3. Fill in information
4. Choose subject category
5. Attach files (if needed)
6. Submit

If you choose ‘outage on service’ or ‘performance issue’, please choose which services your request is about.

Create a new Case 3

Company: Testkunde (32199) Category: Please select the option that best describes your inquiry 4

Subject: Write a short description Priority: None

Description: Write the full description here Upload file (optional) Try dropping a file here, or click to select the file to upload. 5

Submit 6

If you experience an outage or performance issue, please inform us about the following in the description:

- When did the issue start?
- What do you experience?
- Is there power to the equipment?
- Has the equipment been rebooted?
- Have the cables been checked?

Please also provide us with a Local Contact and a Service Window.

If you wish to be notified by email on cases that are relevant for your company, it is necessary to add “First Line” responsibilities to the specific user. You can see how that is done on page 7 “Creation of users”.

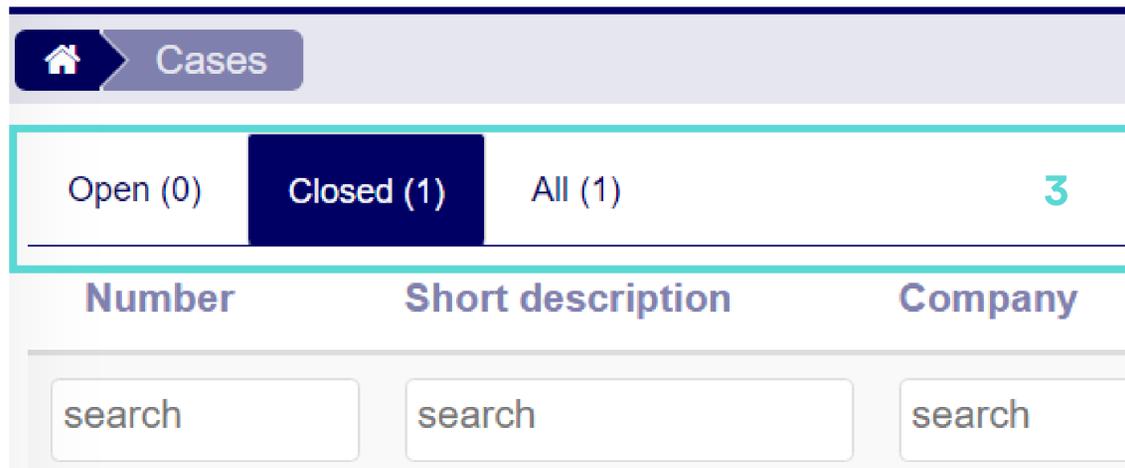
View open cases

You can get an overview of both open and closed cases under “View cases”. In “Incident list” you can get an overview of your error report cases, while other requests are found under “Request list”.



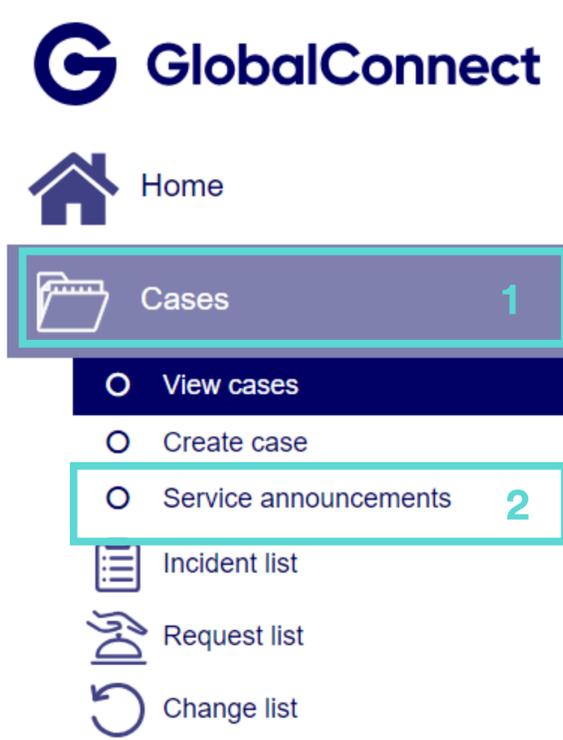
You can view open cases by:

1. Go to “Cases”
2. View “Cases”
3. Choose status (Open/ Closed/All)
4. View specific Incidents / Request



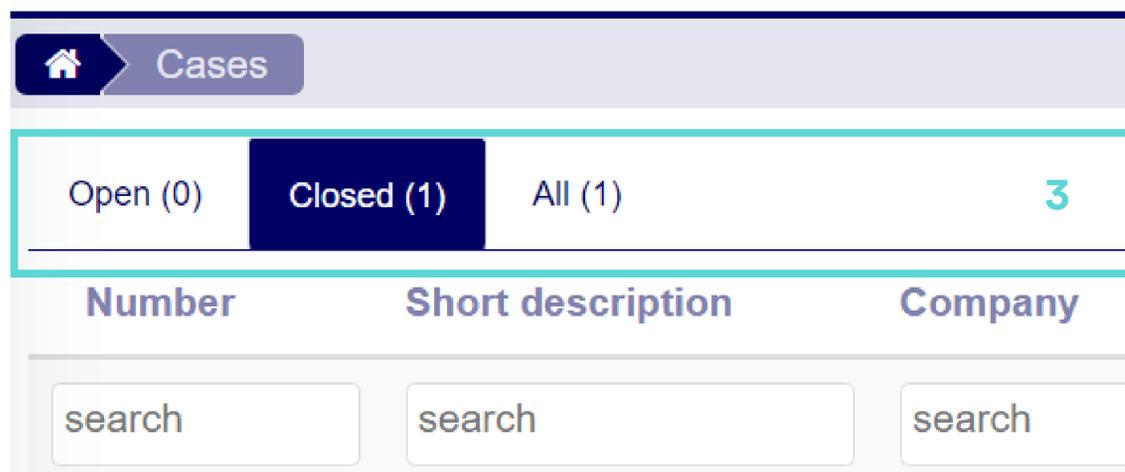
View planned work

We are continuously optimising our network. View the planned work and changes that may affect the your services and network.



You can view all planned work by:

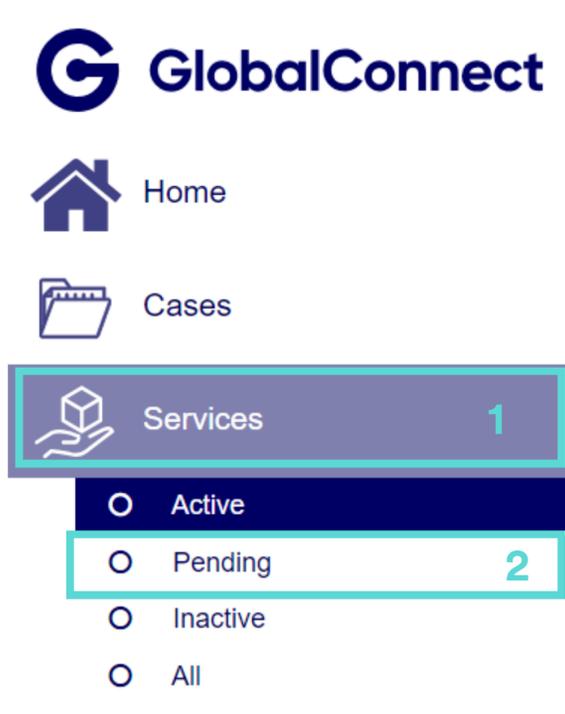
1. Go to “Cases”
2. Go to “Service Announcement”
3. Choose status (Open/ Closed/All)



If you wish to be notified by email on planned work that may affect your services, it is necessary to add “Planned Work” responsibilities to the specific user. You can see how that is done on page 7 “Creation of users”.

View your company services

As a user or administrator of the portal, you can view your company's services.

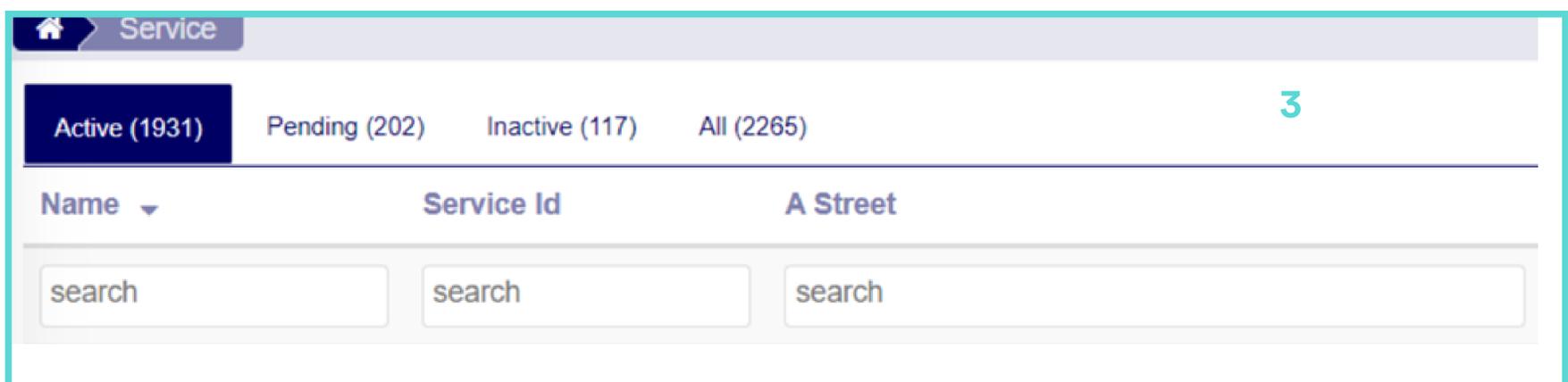


You can view your services by:

1. Go to “Services”
2. Choose Active, Pending or All
3. Search for a specific service if necessary.

You can export a list of your services to CSV, PDF or Excel by clicking 'export' in the top right corner.

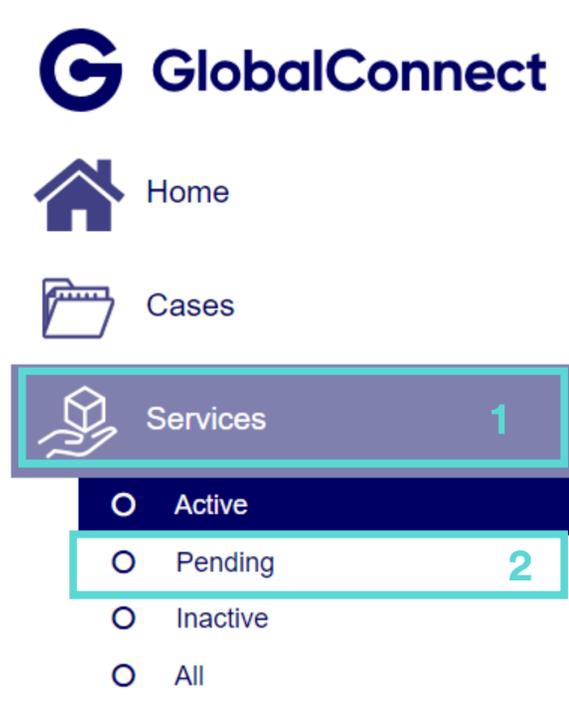
The same service number may appear several times, as a service may contain several components or services.



If you are missing one or more services in this overview, your company probably has several customer numbers at GlobalConnect. A good way to check if this is the case is to look at your company's invoice from GlobalConnect. Administrators can apply for access [here](#).

Add location name

As a user you can add your own location name or description in order to get a better overview of your services.



You can add a location name by:

1. Go to “Services
2. Choose Active, Pending eller All
3. Choose the preferred service
4. Fill out”Location name”
5. Update

Name	Asset info	Model	Company	State	A Street	A City	B Street	B City	Monitored
search	search	search	search	Select f.▼	search	search	search	search	S.▼ x Q
C30000-1118361-01	Test	INTERNET		Active	Sandakerveien 121	Oslo		Taastrup	

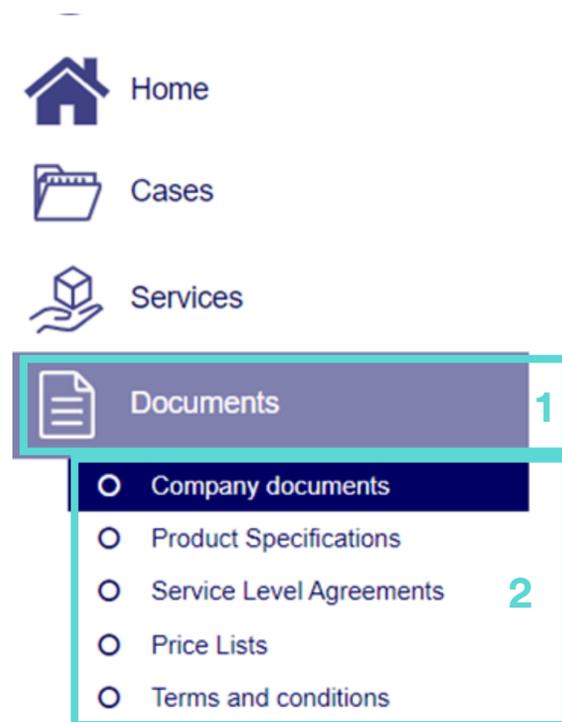
Service - C30000-1118361-01 Export ▼

Name C30000-1118361-01	Product name Internet
Company Globalconnect A/S	Model variant Internet IP Transit Port 10 Gb/s Fully diverse route (Managed BGP)
Service id SNSVC0762111	Ordered 2023-03-01 00:00:00
Service state Active	Comments <div style="border: 1px solid #ccc; height: 40px;"></div>
Location Name <input type="text"/>	Update

This data is not transferred to ServiceDesk’s support system

View documents

As a user you are able to view different documents. You can view company documents, product specifications, price lists and more.



You can view documents by:

1. Go to “Documents”
2. Choose which document you want to view
3. Press the document to download a copy

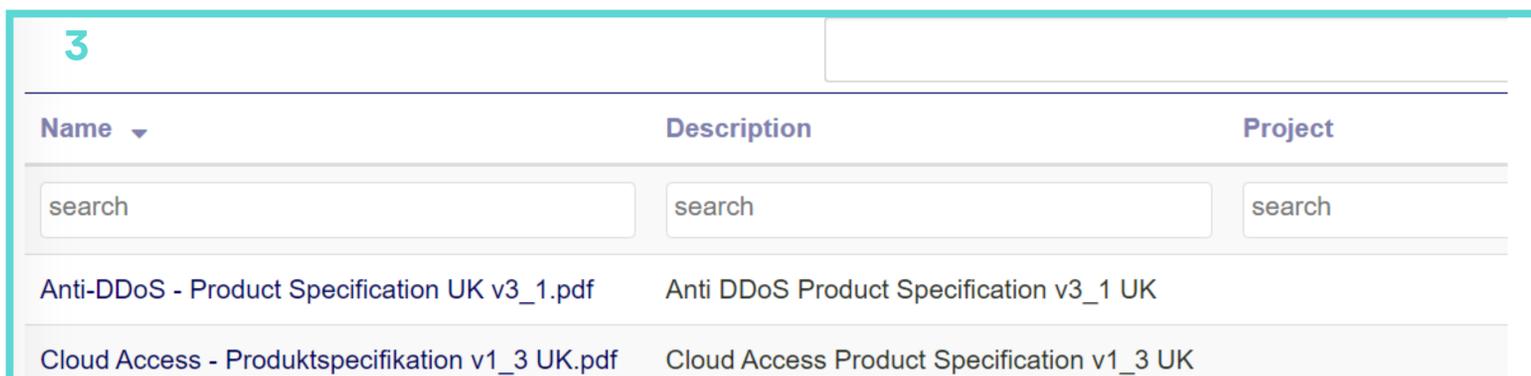
Company Documents: Your specific documents (i.e. deliveries, contracts etc.)

Product Specifications: Standard product specifications.

Service Level Agreements: Standard service agreements.

Price Lists: General prices for add-ons.

Terms and Conditions: General terms and conditions.

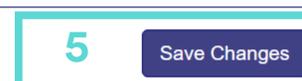
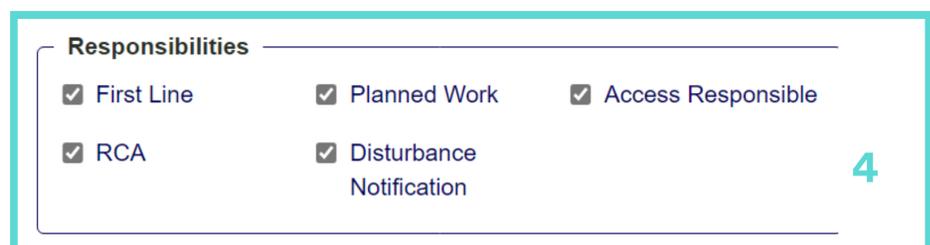
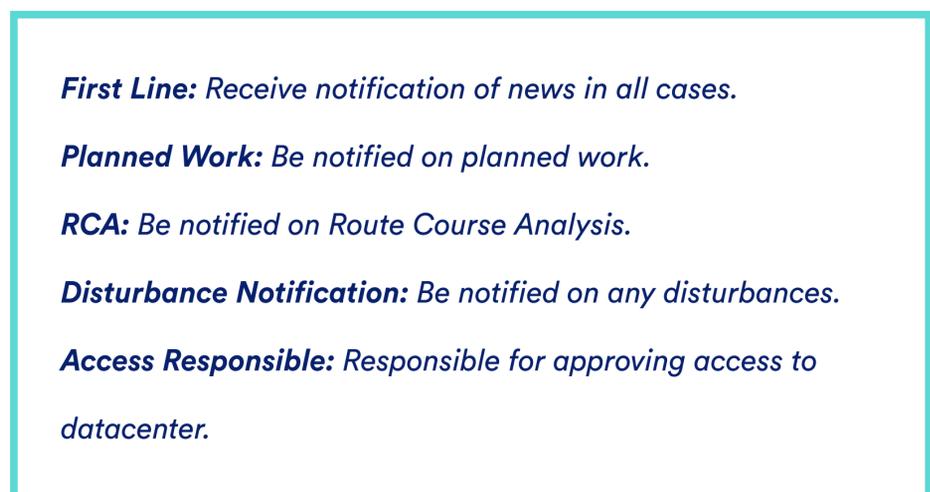
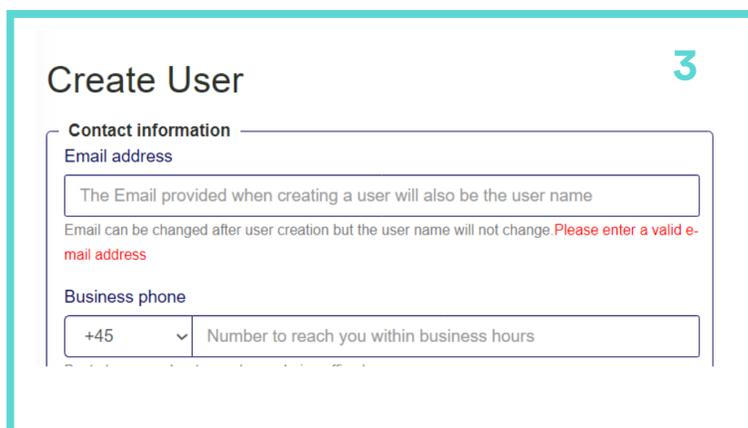
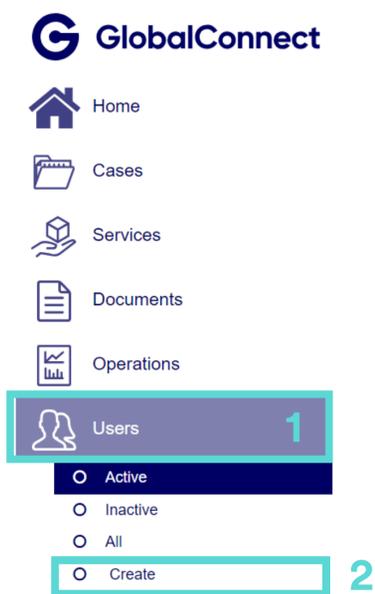


Creation of users (only available for administrators)

You are obliged to have one user in your company with specific areas of responsibility. Please note, that it is only the portal administrator who is able to change or add the responsibilities for Access Responsible and RCA to user accounts.

You can change responsibilities by:

1. Go to “Users”
2. Choose “Create”
3. Fill out user information
4. Add Responsibilities (see box below for guidance).
5. Press “Save changes.”



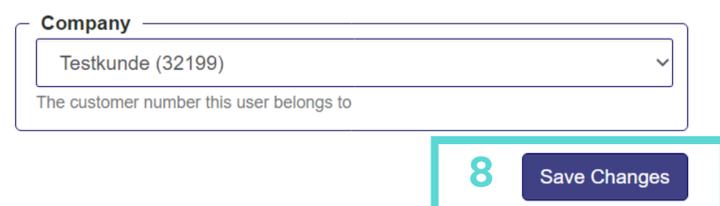
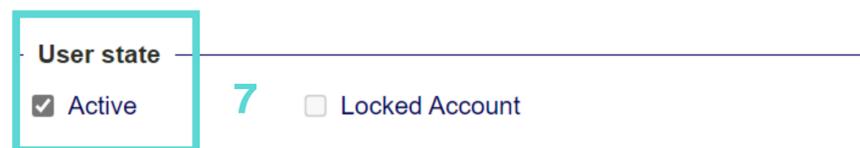
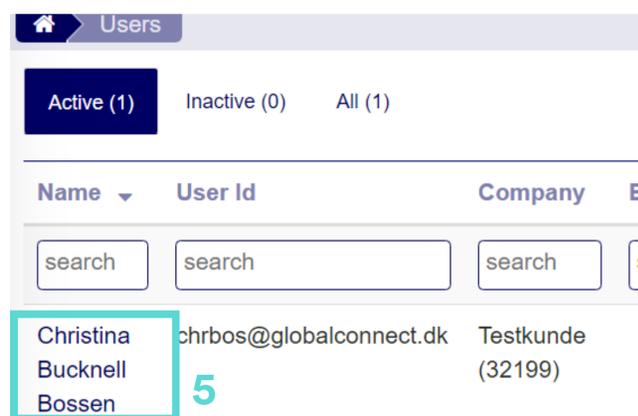
Maintenance of correct user data

Your company is responsible for maintaining correct user data. The data is being used to inform your company about areas such as planned work or disturbances. On the user list you can find all users connected to your company account. As a portal administrator it is easy to add, deactivate or edit user permissions.



You can deactivate a user by:

3. Go to “Users”
4. Choose “Active”
5. Choose the name of the user you wish to change
6. Choose “Edit”
7. Remove the selection under “User State’ --> “Active”
8. Save changes



Contact us through MyGlobalConnect

Through MyGlobalConnect you can connect your Account Manager directly.

You can contact your Account Manager by:

1. Go to “Contact us”
2. Choose “Contact us directly”
3. Fill out the necessary information
4. Send the message

Contact us 3

Use the form below to contact a department of your choice, whom will handle your request as quickly as possible.

To
--- Choose department ---

Subject

Message

 Users

-  Contact us 1
- Contact us directly 2
- Escalation Procedure

 Company details

oad.

4

Escalation procedure

If your company needs to escalate the handling of a specific case, you can request for a escalation.

Here you'll find contact information for relevant departments that can help you in your escalation proces.

Find our escalation procedure by:

1. Go to "Contact us"
2. Choose "Escalation Procedure"



