EQUINIX

IBX Access Infographics

Customer Onboarding

Permanent badge request

1 Request the customer's Equinix Customer Portal (ECP) administrator to assign the necessary access.

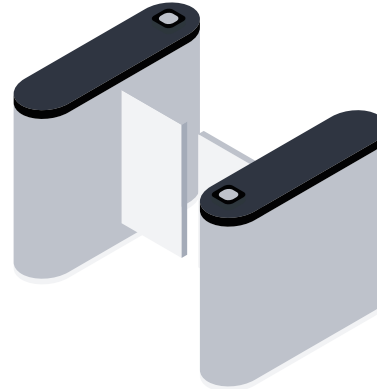**2** Complete your ECP security profile in your ECP account.

3 Request a permanent badge from the security team at your next IBX visit.

4 Security will enroll your biometrics and issue your card.

Permanent badge access steps

1 Travel to the IBX and enter the facility. Some sites may require the use of an intercom to gain access.

2 Check in at the kiosk, using the Equinix Customer Portal (ECP) QR code, or by using the ECP mobile app.

3 Proceed through the mantrap/turnstiles, using your permanent badge and/or biometric reading.

Minor (under 18 years old) access steps

1 Contact the IBX security office and request an approval form to be submitted to the IBX manager.
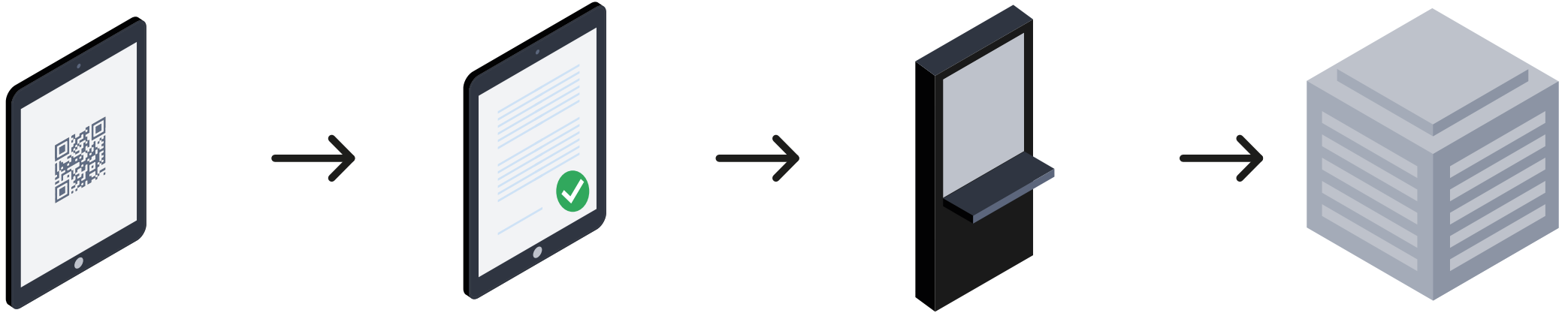
2 Access will only be granted when the IBX manager approves the form.

3 Follow either the visitor access process, or the guest access process.

Visitor access steps – guests

This process is only applicable if the permanent contact has privileges to bring guests

1 Contact signs in on the kiosk and clicks the 'add guest' button. A contact may have up to five guests signed in at a time.

2 Guest fills out their name and company info, then signs the Global IBX Access Form*.

3 Proceed to security, where the guest will be issued a name badge with no access.

4 Access to the IBX is managed through the permanent contact the guest is signed under.

*If the kiosk is down or security manually signs the guest in, a paper copy of the Global IBX Access form must be signed.

Work visitor access

1 Equinix Customer Portal (ECP) administrator schedules a work visit ticket. Please ensure the name on the ticket matches the government issued ID.
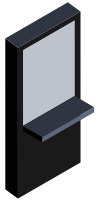
2 Visitor travels to IBX. Access to the Security Lobby will not be granted if visitor(s) arrive more than one hour before the scheduled start time.

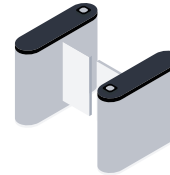**3** Visitor uses the intercom to notify security of their arrival.

4 Visitor checks in at the kiosk, using the QR code, or by manually using the order number.
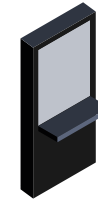
5 Proceed to security and present your government issued ID to sign in.

6 Security processes the work visit ticket in Siebel. Where applicable, security enrolls the visitor in the access control system.

7 Visitor is escorted to the space listed on their work visit ticket or, where applicable, uses the access card provided to access the space.

8 If an access card was provided, the visitor returns the card to security at the end of the visit and security clears all information from the card.

*If the kiosk is down or security manually signs the guest in, a paper copy of the Global IBX Access form must be signed.