

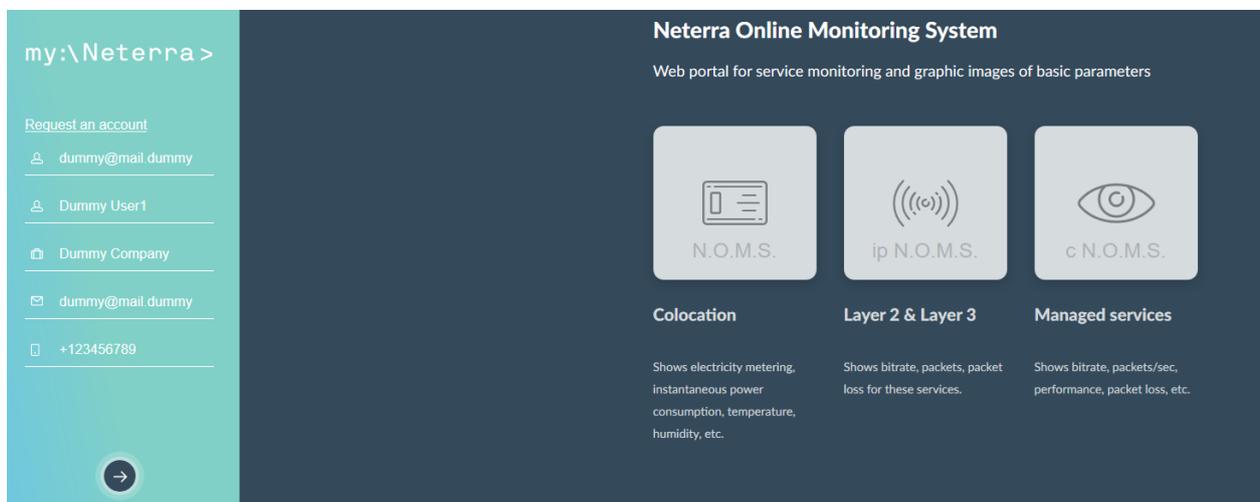
My.neterra.net Access control Handbook

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1. Registering a new user

In order new user to be registered Customers of Neterra may contact their account manager or request access directly via the portal: home page → request account profile (Request an account) and fill in the required information:



2. User management

Two types of accounts are available for the Customers of Neterra on my.neterra.net.

- Access to monitoring modules which provides monitoring of the parameters of used services;
- Access to monitoring modules which provides monitoring of the parameters of used services and access control of the visitors in the data centers of Neterra. These are the representatives of the Customer who have rights to change the visitors with temporary or permanent access.

Users who are being granted with Access Control rights may see all the rest users associated to the company of the Customer. This may be performed by visiting Access Control → Accounts.

From the user list the rights of the rest users may be managed. There are two options in

their rights – to receive or not access to Access Control module.

3. Reviewing and adding visitors

The portal allows Customer to add visitors with temporary or permanent access for each of Neterra’s data centers where they have collocated equipment. This functionality is available only to users who are granted access to edit the list of visitors with temporary or permanent access.

3.1. Reviewing visitors access rights to the equipment of Customer collocated in the data centers of Neterra.

From Access Control menu click Option Visitors. This category contains a list with all visitors granted access rights to the equipment of Customer collocated in the data centers of Neterra. 4 options are available for each visitor:

Show – detailed information about the visitor;

Edit – option for editing this visitor;

Delete – discards all visitor rights but stores information related to all previous editions for this visitor;

History – shows each change of the visitor and when or by which user it has been made.

3.2. Adding a new visitor

From Access Control Menu → Visitors and click “Create visitor”

All required user data should be filled in:

- First Name and Last Name – must be exactly as written in the ID of the user;
- Document ID or Personal Number – one of these two fields is mandatory. For Bulgarian citizens Personal number or Document ID, for other citizens - Document ID number;
- Subcontractor – this field is optional in case Customer provides access to outsourced company and for easing the administrative process, the name of the subcontractor company may be filled in;
- Allowed objects – a list with all the data centers of Neterra, where Customer has collocated equipment. Select the location that the visitor can access with Start date and End date. In the event where the fields for Start and End of access are not filled in, visitor is considered with permanent access.
- After filling in all of the required fields Create button should be pressed and the new visitor is already available in the user list.

4. Reviewing visits

From Access Control → Visits a detailed report for all completed visits by the representatives of Customer in the data centers of Neterra. Report may be sorted by columns or to be filtered by the Search field. Export to csv allows Customer to save the report.

Object	First name	Last name	Scanned data	Accompanied by	Entered at	Left at
Sofia Data Center	Test	Visitor2			25-04-2019 09:57:21	25-04-2019 09:58:08