

CUSTOMER PORTAL

END-USER INSTRUCTION


P E N T A
I N F R A

Home | Organisation - **Request Access** | Requests - | Contact | Announcements | FAQ | XXXXXXXXXX -

Welcome, XXXXXXXXXX

Your Penta Infra portal is the place where you can manage operational activities, such as submitting requests for remote hands support, cross connects or any other kind of request you may have. It's also the place where you can view your services and hardware and where we keep you updated with announcements about your Penta Infra site(s).

Please use the 'Request access' tab to invite team members to your portal. Note that users must register using a company email address. If you need assistance, please reach out to your Penta Infra contact person. You'll find the contact information under the 'Contact' tab.



Latest announcements

There are no announcements.

[Announcements >](#)

Requests

You have 2 active access requests. View the status of your requests via the 'Requests' tab.

[My Requests >](#)

Our locations

Penta Infra currently owns and operates data centers in Germany, The Netherlands and Denmark. Visit our website to discover our locations.

[Visit penta-infra.com >](#)

TABLE OF CONTENTS

TABLE OF CONTENTS	2
GETTING AN ACCOUNT FOR THE MY-PENTA-PORTAL	3
ACTIVATE YOUR ACCOUNT IN THE MY-PENTA-PORTAL	4
LOGGING INTO THE MY-PENTA-PORTAL	5
USING THE MY-PENTA-PORTAL	6
REQUEST SOMETHING	6
CONTACT INFORMATION	15
ORGANISATION	16
ANNOUNCEMENTS	17
PROFILE SETTINGS	18
IN CONCLUSION	19

GETTING AN ACCOUNT FOR THE MY-PENTA-PORTAL

Penta-infra has provided a customer portal which can be reached through the Internet. Before you can get access to the portal you need to be invited to the portal. The primary contact of your company is invited by Penta and received an email. Once the primary contact has access additional accounts can be requested via the primary contact. It is the company's responsibility to assign additional rights and accounts to users.

ACTIVATE YOUR ACCOUNT IN THE MY-PENTA-PORTAL

The only way to log in to the My-Penta portal for the first time is through an e-mail invite sent to you from 'Customer portal admin user'. You will receive an e-mail on your personal account.

The e-mail looks like this:



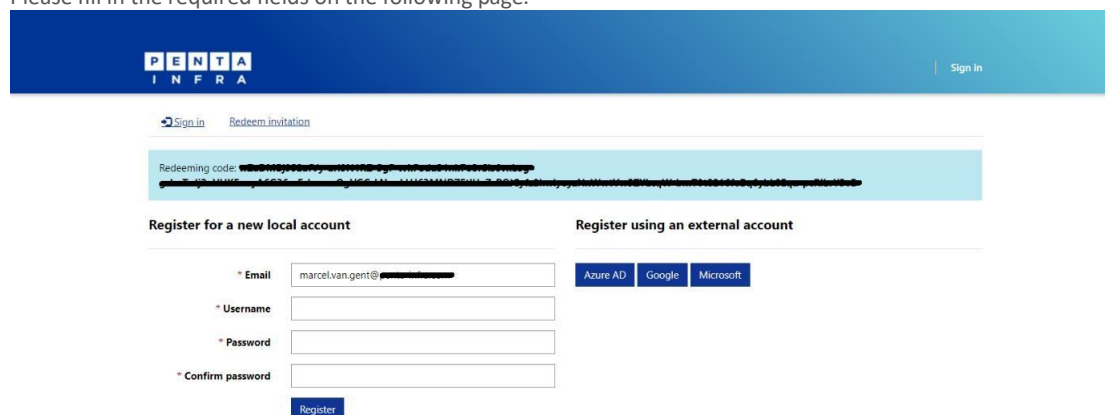
Please click on the registration link in the e-mail.

The following page will open:



Click on "Redeem invitation". Please copy and paste the "Invitation Code" in the field displayed on the portal page. Then click on "register".

Please fill in the required fields on the following page:



*Note; if you have an azure, Google or Microsoft account already it is also possible to use that type of account. If you want a specific account for the penta portal please fill out the form and click "register".

Your account is now activated and you can login to the portal.

LOGGING INTO THE MY-PENTA-PORTAL

After activating your account you can login through the following procedure:

Please open a web browser and type the following address in the Address-bar:

<https://my.penta-dc.com/>

Use the login credentials which you have registered with.

Once logged in you will see the following landing page:

The screenshot shows the Penta Infra customer portal landing page. At the top is a dark blue navigation bar with the Penta Infra logo on the left and a menu on the right containing 'Home', 'Organisation', 'Request Access', 'Requests', 'Contact', 'Announcements', and 'FAQ'. The main content area has a dark blue background with a glowing globe graphic. It features a 'Welcome' message, a paragraph explaining the portal's purpose, and a note about using the 'Request access' tab. Below this are three columns: 'Latest announcements' (no announcements), 'Requests' (2 active access requests), and 'Our locations' (Germany, Netherlands, Denmark). At the bottom are three yellow buttons: 'Announcements', 'My Requests', and 'Visit penta-infra.com'.

**PENTA
INFRA**

Home | Organisation - | **Request Access** | Requests - | Contact | Announcements | FAQ | [User Profile]

Welcome, [User Name]

Your Penta Infra portal is the place where you can manage operational activities, such as submitting requests for remote hands support, cross connects or any other kind of request you may have. It's also the place where you can view your services and hardware and where we keep you updated with announcements about your Penta Infra site(s).

Please use the 'Request access' tab to invite team members to your portal. Note that users must register using a company email address. If you need assistance, please reach out to your Penta Infra contact person. You'll find the contact information under the 'Contact' tab.

Latest announcements

There are no announcements.

Requests

You have 2 active access requests. View the status of your requests via the 'Requests' tab.

Our locations

Penta Infra currently owns and operates data centers in Germany, The Netherlands and Denmark. Visit our website to discover our locations.

Announcements > | My Requests > | Visit penta-infra.com >

USING THE MY-PENTA-PORTAL

The Penta portal is currently under further development. In the near future additional functions will be added to the portal. Currently, the following features are available:

- 1) Requests something
 - a. Access Request
 - b. Request Remote Hands
 - c. Request Cross connect **(If applicable for your location)**
 - d. Request Delivery Shipment
 - e. My Requests
- 2) Contact
 - a. Datacenter information
 - i. Sales E-mail
 - ii. Operations E-mail
 - iii. Datacenter Address
- 3) Organisation
 - a) Users
 - b) Cross Connects
- 4) Announcements
- 5) Profile settings

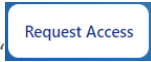
The following paragraphs will guide you through the functions

REQUEST SOMETHING

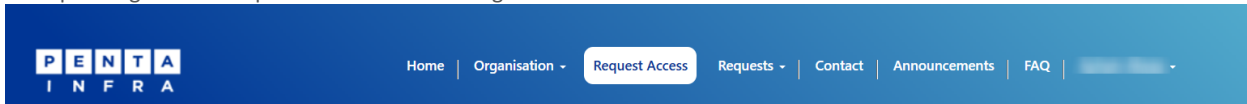
In the portal you have three possibilities in regard to “request something”

Some datacenters do not have this function. For questions please reach out to ict@penta-infra.com

Access Request



An Access Request can be done by pressing the button “Request Access”.
 After pressing the button please fill in the following form:



Submit an access request

Copyright © 2025. All rights reserved. [Click here for the manual.](#)

Please fill out the following fields:

- 1) Access to site; select the datacenter which you request Access to.
- 2) Access Date (start & end); select the date(s) you want to Access the datacenter.
- 3) Select **Yes** or **No** if you want to request access for yourself or someone else.
- 4) Fill out the contact details of the “other” person or “third party” you request access to.
 - a) Name, Company Name
- 5) Add additional comments in the text box; for example the reason of your visit.
- 6) **OPTIONAL:** Select the Room you request access to. (If applicable for your location)
- 7) **OPTIONAL:** Select the Rack you request access to. (If applicable for your location)

When ready please click “Submit”.

Request Crossconnect

A crossconnect request allows you to establish a direct physical connection between two racks or devices within our datacenter.

To create a crossconnect request:

The screenshot shows the Penta-Infra customer portal interface. At the top, there is a navigation bar with the Penta-Infra logo and links for Home, Organisation, Request Access, Requests (highlighted), Contact, Announcements, and FAQ. Below the navigation bar, a dropdown menu for 'Requests' is open, showing options: My Requests, Request Access, Request Crossconnect (highlighted with an orange box), Request Remote Hands, and Request Delivery Shipment. The main content area is titled 'Submit' and contains a form for creating a crossconnect request. The form is divided into several sections: 'Request From' (with a search icon), 'Tenant' (Penta-Infra), 'Requested Delivery Date' (with a date format DD/MM/YYYY and a calendar icon), 'From Rack *' (with a search icon), 'To Rack *' (with a search icon), 'Media Type *' (with a search icon), 'From Device (optional)', 'To Device (optional)', 'From Port (optional)', and 'To Port (optional)'. At the bottom, there is a 'Comments' section with a placeholder text: 'Please provide any relevant notes or instructions.' The form is enclosed in a large box with a 'Submit' button at the top center.

Fill in the required fields:

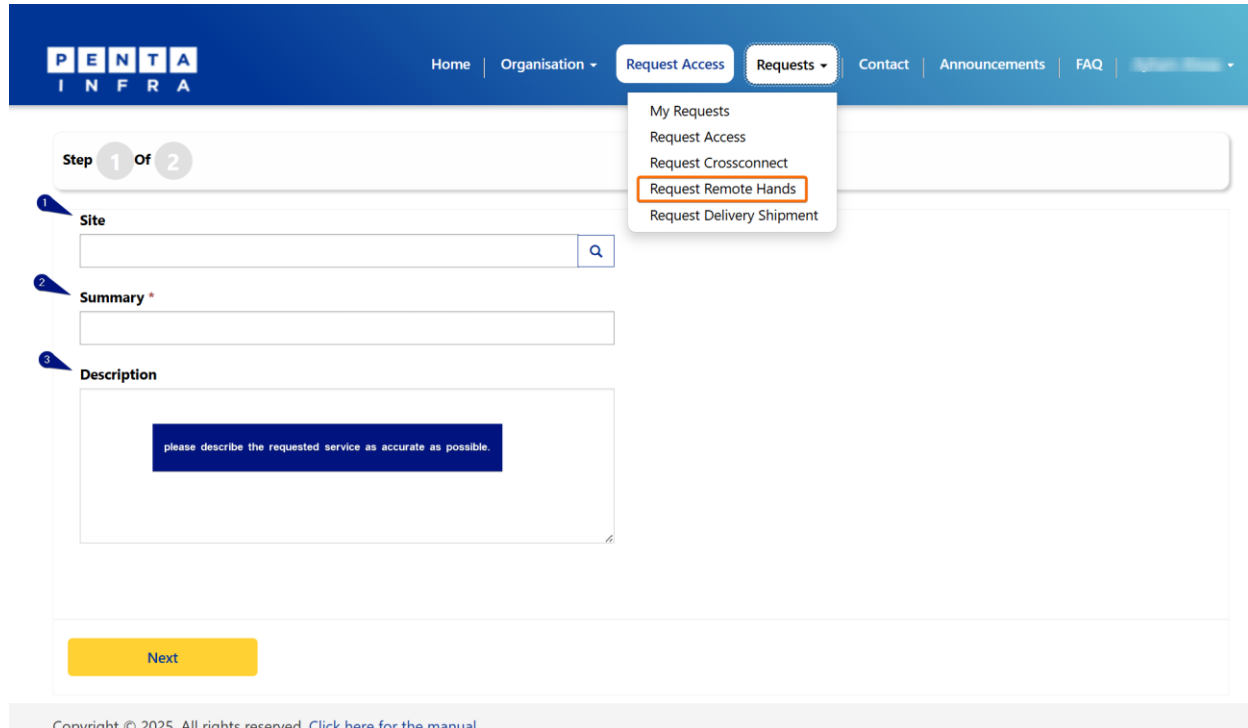
- 1) In the main menu, go to **“Requests”** and click **“Request Crossconnect”**.
- 2) Fill out the following fields:
 - a) **From Rack** and **To Rack** (required): specify the rack locations for the source and destination. (**To Rack** is a free-format field)
 - b) **From Device / Port** and **To Device / Port** (optional): for precise connection points.
 - c) **Media Type** (required): choose the type of media used (e.g. fiber, copper).
 - d) **Requested Delivery Date**: indicate when the crossconnect should be completed.
 - e) **Comments**: provide any relevant notes or instructions.

Click **“Submit”** to place your request.

Request Remote Hands

A remote hands request can be placed through the customer portal. For example when you want Penta to replace a powersupply in a server, perform a reboot action on a server or perform a visual inspection of a component.

How to create a remote hands request. In the main menu, click on “Requests” and then in the dropdown click on “Request Remote Hands”.



Copyright © 2025. All rights reserved. [Click here for the manual.](#)

Fill in the required fields:

- 1) Site; select the Site that applies.
- 2) Summary; this is the short description of your request e.g.; Please restart server XYZ.
- 3) Description; please describe the requested service as accurate as possible.

Note; the creation of a ticket implies that you agree with the costs of the remote hands request! If you have any questions about ticketing or pricing, please contact your local contact.

Click “Next”; the ticket will be created at this point. Please continue on the following page.

- 1) Select the product type; this is a selection list of all possible work types of work.
- 2) Select the priority of the request (production disruption, high, normal, low).
- 3) Add an attachment if you want; for example a network drawing, or picture of the equipment.

Step 2 Of 2

Product
[Searchable input field]

Priority
Normal

Currency
[Input field]

Product Price
[Input field]

Product Price Per Hour
[Input field]

Minimum Time
[Input field]

Description
[Text area]

Choose Files | No file chosen

Previous **Submit**

Copyright © 2025. All rights reserved. [Click here for the manual.](#)

Lookup records

Search [Searchable input field]

Choose one record and click Select to continue

<input checked="" type="checkbox"/>	Item ↑
<input type="checkbox"/>	Access and Delivery: Site Tours (Outside Office Hours)
<input type="checkbox"/>	Access and Delivery: Site Tours (Within Office Hours)
<input type="checkbox"/>	Access and Delivery:Customer Escort (Outside Office Hours)
<input type="checkbox"/>	Access and Delivery:Customer Escort (Within Office Hours)
<input type="checkbox"/>	Access and Delivery:Trash Removal
<input type="checkbox"/>	Cross Connect - Patch Panels From
<input type="checkbox"/>	Facilities and Power: Installation/uninstallation

Select **Cancel** **Remove value**

Copyright © 2025. All rights reserved. [Click here for the manual.](#)

Please press "Submit".

Request Delivery Shipment

Submit a Delivery Shipment Request

This request is used when you want to ship equipment or materials to or from the datacenter.

To submit a delivery shipment request:

Navigate to **“Requests” > “Request Delivery Shipment”** from the main menu.

- 1) Fill in the **Customer & Product information**:
 - a) **Company**: pre-filled with your company name.
 - b) **Site**: select the relevant datacenter site.

- c) **Select Product**: choose the associated product or service.
- d) **Product Price / Currency / Price per Hour / Minimum Time**: these fields may auto-populate depending on the product selected.

- 1) Provide a **Description**:
 - a) **Summary**: a brief title for your shipment.
 - b) **Description**: explain what is being delivered, including context or instructions if needed.
- 2) Enter the **Product Delivery & Shipping Details**:
 - a) **Expected date of delivery**: the date the items are expected to arrive.
 - b) **Parcel weight (kg)**: approximate total weight of the delivery.
 - c) **Number of products**: quantity of items included.
 - d) **List of Products**: detailed list or description of each item.
 - e) **Shipping number / Track and Trace**: the tracking number provided by the courier.
 - f) **Delivery company**: the name of the courier or logistics provider.
 - g) **Type of delivery**: choose from the available delivery types (e.g., standard, express).
 - h) **Need extra hands**: indicate whether assistance is required for unloading or handling (Yes/No).

Description

1 Summary *

a brief title for your shipment.

Explain what is being delivered, including context or instructions if needed.

Product delivery information & Shipping details

2

Expected date of delivery <input type="text" value="DD/MM/YYYY"/>	Shipping number / Track and Trace <input type="text"/>
Parcel weight (kg) <input type="text"/>	Delivery company <input type="text"/>
Number of products <input type="text"/>	Type of delivery <input type="text" value="Select"/>
List of Products <input type="text"/>	Need extra hands <input checked="" type="radio"/> No <input type="radio"/> Yes

Submit

Copyright © 2025. All rights reserved. [Click here for the manual.](#)

- 3) When all required information is completed, click **“Submit”**.
Note: Ensure all shipment information is accurate to avoid delays. If you require assistance, contact your site operations representative.

Request Overview

The request overview gives insight in the Request you have placed within the portal and the requests done by colleagues. You can open the overview by clicking on “My Request”. You can also add comments to tickets and see the progress.



The next view will open:

PENTA
INFRA

[Home](#) | [Organisation](#) | [Request Access](#) | [Requests](#) | [Contact](#) | [Announcements](#) | [FAQ](#)

Access requests

Active requests - My

Search

Request access

AccessNumber	Access Date start	Site	Tenant	Request From	Self Access	Third Party	Status
<div style="background-color: #0056b3; color: white; padding: 5px; border-radius: 10px; display: inline-block;"> Click here to change the view. You can view resolved requests for examples. </div>							

Remote hands requests

Active remote hands requests - My

Search

Create case

Case Number	Summary	Created On	Site	Service	Priority	Status Reason
TCKT-0003429	Test form		LEED1	Access and DeliveryCustomer Escort (Outside Office Hours)	Normal	Submitted
TCKT-0003422	Cross connect test001	08/05/2025 14:46	HAM01	Cross Connect - Patch Panels From	Normal	Submitted

Delivery Shipment Requests

Active Delivery Shipment Requests - My

Search

Create case

Case Number	Summary	Created On	Site	Status Reason
There are no records to display.				

Cross Connect Requests

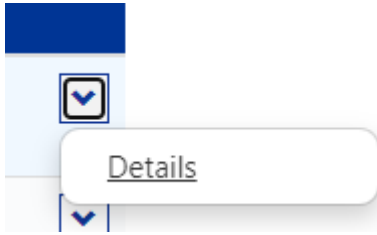
My

Search

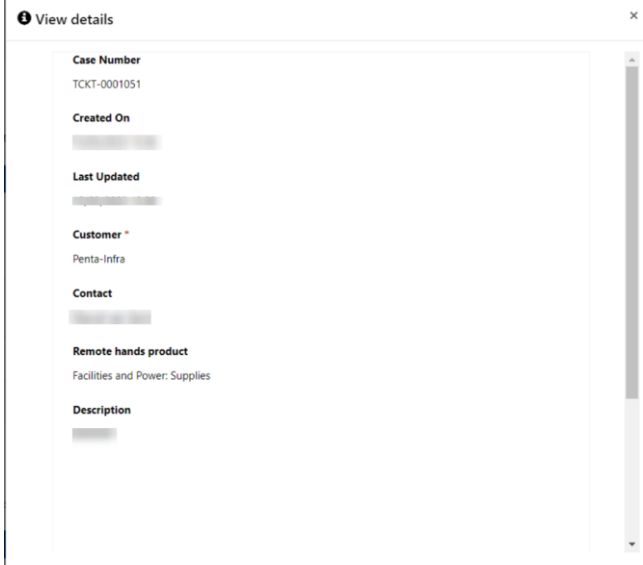
Create

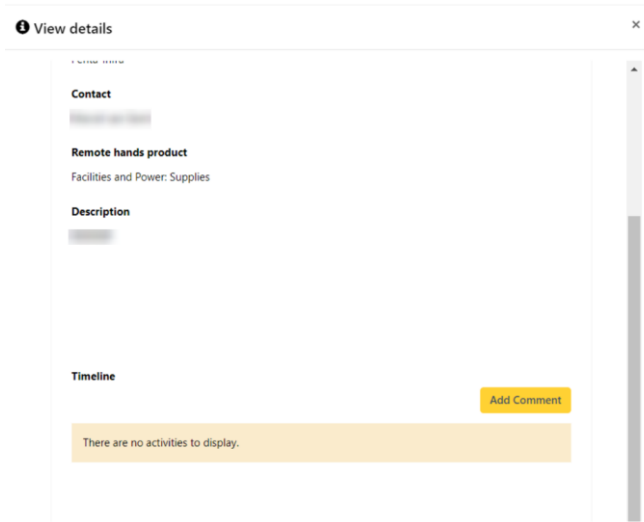
Name	Rack A	Device A	Port A	Rack Z	Device Z	Port Z	Status Reason
There are no records to display.							

If you want to see more contents of the ticket please click on the “down arrow” and then “Details”.



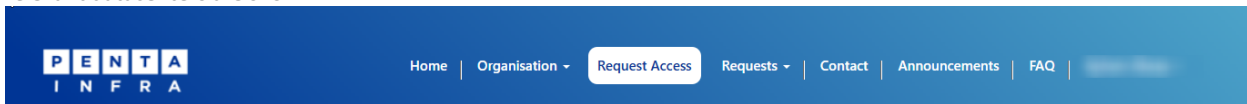
A pop-up screen will show up and will show you the ticket details. Please scroll down to read the comments.





CONTACT INFORMATION

When you are looking for contact information for your specific datacenter(s). Please choose “Contact” in the menu. All relevant datacenters are shown.



Contact us

<p>Site: PAR01</p> <p>Contact person: Olivier Farge</p> <p>Sales Email: sales@penta-infra.fr</p> <p>Operations Email: dse.paris@penta-infra.fr</p> <p>Support Email: support.paris@penta-infra.fr</p> <p>Emergency phone number: +33 1 64 62 86 10</p> <p>Address: 93 Cours des Petites curies, 77185 Lognes</p>	<p>Site: BRU01</p> <p>Contact person:</p> <p>Sales Email: sales@penta-infra.com</p> <p>Operations Email: dse.brussel@penta-infra.com</p> <p>Support Email: support.brussel@penta-infra.com</p> <p>Emergency phone number:</p> <p>Address: z1 researchpark 340 Zellik</p>	<p>Site: LEE01</p> <p>Contact person: Roelof Wagenaar</p> <p>Sales Email: sales@penta-infra.nl</p> <p>Operations Email: dse.friesland@penta-infra.com</p> <p>Support Email: support.friesland@penta-infra.com</p> <p>Emergency phone number: +31 58 844 4994</p> <p>Address: François HaverSchmidtwei 3, 8914 BC Leeuwarden</p>	<p>Site: LEE02</p> <p>Contact person: Roelof Wagenaar</p> <p>Sales Email: sales@penta-infra.nl</p> <p>Operations Email: dse.friesland@penta-infra.com</p> <p>Support Email: support.friesland@penta-infra.com</p> <p>Emergency phone number: +31 58 844 4994</p> <p>Address: Archimedesweg 3, 8912 AK Leeuwarden</p>
<p>Site: GLN01</p> <p>Contact person: Fred Wijler</p> <p>Sales Email: sales@penta-infra.nl</p> <p>Operations Email: dse.geleen@penta-infra.com</p> <p>Support Email: support.geleen@penta-infra.com</p> <p>Emergency phone number: +31 610665739</p> <p>Address: Transportlaan 100 6163 CX Geleen</p>	<p>Site: CPH01</p> <p>Contact person: Martin Axelsen</p> <p>Sales Email: sales@penta-infra.dk</p> <p>Operations Email: dse.copenhagen@penta-infra.com</p> <p>Support Email: support.Copenhagen@penta-infra.com</p> <p>Emergency phone number: +45 69912931</p> <p>Address: Smedeland 32, 2600 Glostrup</p>	<p>Site: BER01</p> <p>Contact person: Rene Kriedemann</p> <p>Sales Email: sales@penta-infra.de</p> <p>Operations Email: dse.berlin@penta-infra.de</p> <p>Support Email: support.berlin@penta-infra.de</p> <p>Emergency phone number: +49 21329808861</p> <p>Address: Florastr. 133-136 12623 Berlin</p>	<p>Site: DUS01</p> <p>Contact person: Fred Wijler</p> <p>Sales Email: sales@penta-infra.de</p> <p>Operations Email: dse.duesseldorf@penta-infra.de</p> <p>Support Email: support.duesseldorf@penta-infra.de</p> <p>Emergency phone number: +31 610665739</p> <p>Address: Düsseldorfer Str. 71b 40667 Meerbusch</p>
<p>Site: HAM01</p> <p>Contact person: Jörg Holst</p> <p>Sales Email: sales@penta-infra.de</p> <p>Operations Email: dse.hamburg@penta-infra.de</p>	<p>Site: CGN01</p> <p>Contact person: Fred Wijler</p> <p>Sales Email: sales@penta-infra.de</p> <p>Operations Email: dse.koeln@penta-infra.de</p>	<p>Site: LEJ01</p> <p>Contact person: Enno Peterssohn</p> <p>Sales Email: sales@penta-infra.de</p> <p>Operations Email: dse.leipzig@penta-infra.de</p>	

ORGANISATION

The organization tab provides you with insight in the users who are registered within your company. It will also provide insights in placed orders

*Placed orders will not be visible in the first phase. Later on this information will be completed.

When clicking on “Organisation -> Users” you will find the following view.

Active Users

Full Name	Email	Company Name	Access role	Place Order (Remote Hands / Cross Connect)	Request Other	Last Login
[Redacted]	[Redacted]	Penta-Infra	Administration	Yes	Yes	[Redacted]
[Redacted]	[Redacted]	Penta-Infra	Administration	Yes	Yes	[Redacted]

Inactive Users

There are no records to display.

Disabled Users

There are no records to display.

Invite user

For inviting a colleague to the portal click on ‘+ Invite User’. The following view will appear.

Invite a User

User Data

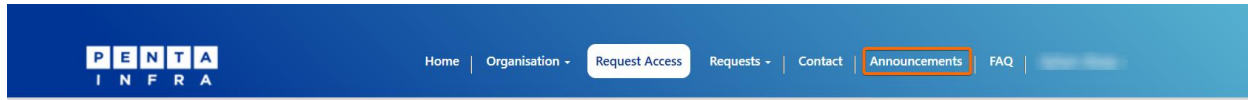
<p>Full Name *</p> <input style="width: 90%;" type="text"/>	<p>Access role</p> <input style="width: 90%;" type="text"/>	<p>Can Log In Until</p> <input style="width: 90%;" type="text" value="DD/MM/YYYY"/>
<p>Email *</p> <input style="width: 90%;" type="text"/>	<p>Can order Remote Hands</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes</p>	<p>Last Login</p> <p>30-5-2023</p>
<p>Mobile Phone</p> <input style="width: 90%;" type="text" value="Provide a telephone number"/>	<p>Can order Cross Connect</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p>	<p>Login Status</p> <p>Active</p>
<p>Company Name</p> <p>Penta-Infra</p>	<p>Can Place Other Request</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes</p>	

Submit

Fill in the required information about your colleague. Your colleague will be invited and is able to use the portal as well.

ANNOUNCEMENTS

Relevant maintenance or other relevant information regarding to your datacenter can be found at the “Announcement” section of the customer portal. When opening the customer portal homepage you will find the latest announcements as well. But they are also available through the “Announcements” option in the main menu.

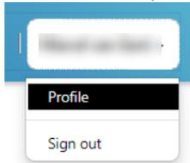


Announcements

Type	Title	Created On	Publication Date	End Date	
Planned Maintenance	Planned Maintenance Generator Test				▼

PROFILE SETTINGS

Your profile settings can be found in the main menu under your "Name". There are two options underneath the menu. "Profile and Sign-out".



When clicking on "Profile" you will find a number of options you can fill in or change.

A screenshot of the Penta-Infra customer portal profile page. The page has a blue header with the Penta-Infra logo and navigation links: Home, Organisation, Request Access, Requests, Contact, Announcements, and FAQ. A search bar is on the right. Below the header, there's a breadcrumb trail: Home > Profile. The main content area is titled 'Profile' and contains a sidebar on the left with 'Profile' and 'Security' sections. The 'Security' section has three items: 'Set password', 'Change Email', and 'Manage External Authentication'. The main area is titled 'Your Information' and contains a form with fields for First Name, Last Name, E-mail, Business Phone, Organization Name, Title, Nickname, and Web Site. There is also a 'Public Profile Copy' text area and a 'Preferred Language' dropdown. At the bottom, there's a section titled 'How may we contact you? Select all that apply' with checkboxes for Email, Fax, Phone, and Mail, and an 'Update' button.

IN CONCLUSION

The My-Penta-Portal is continuously being improved or expanded. The customer portal is the desired way for submitting requests. Through this way we are able to keep you updated and show you all the detailed information about your (history) requests. If you have questions about missing functionality of Roadmap or questions about the use of the portal, please don't hesitate to contact us by emailing: ICT@Penta-infra.com

Note: Penta operates exclusively from **Monday till Friday** between **8am and 5pm**. Consequently, submitted requests cannot be addressed during weekends. In case of an emergency request, kindly reach out to your designated point of contact.