



Data Center
Access request



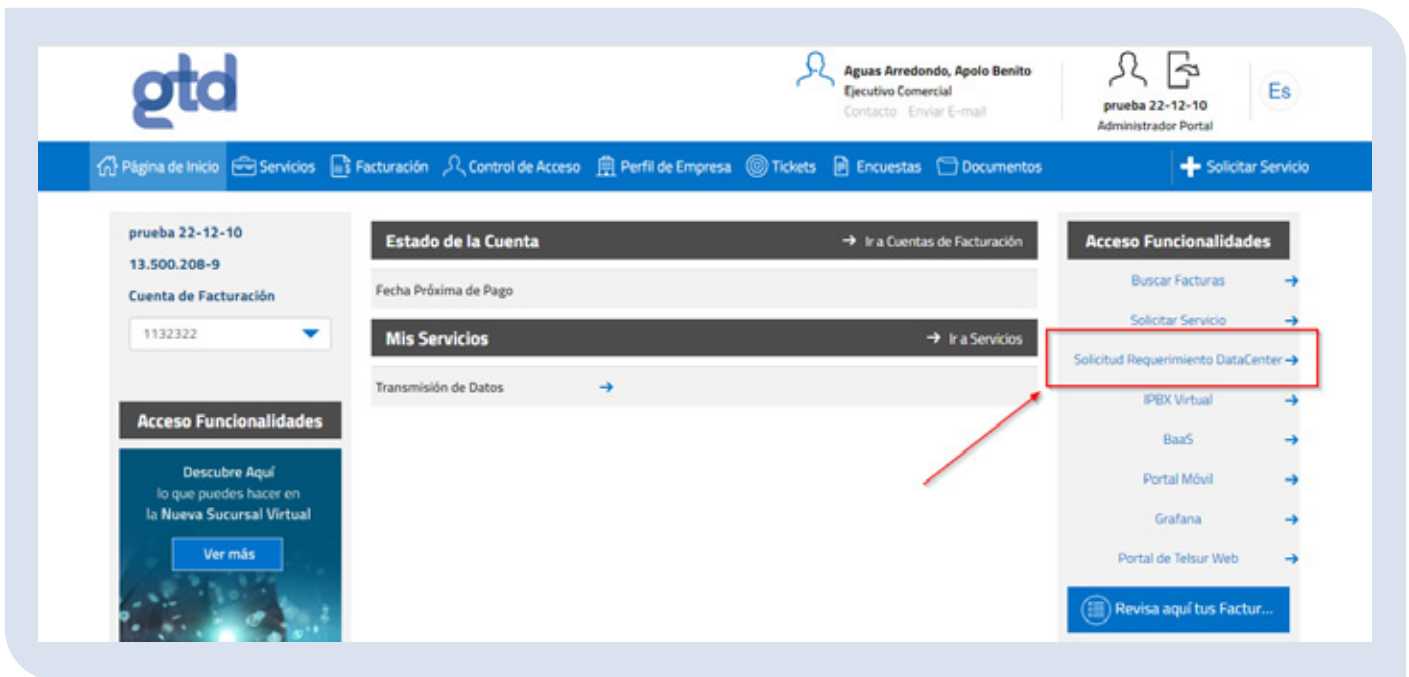
PROCEDURE
MANUAL



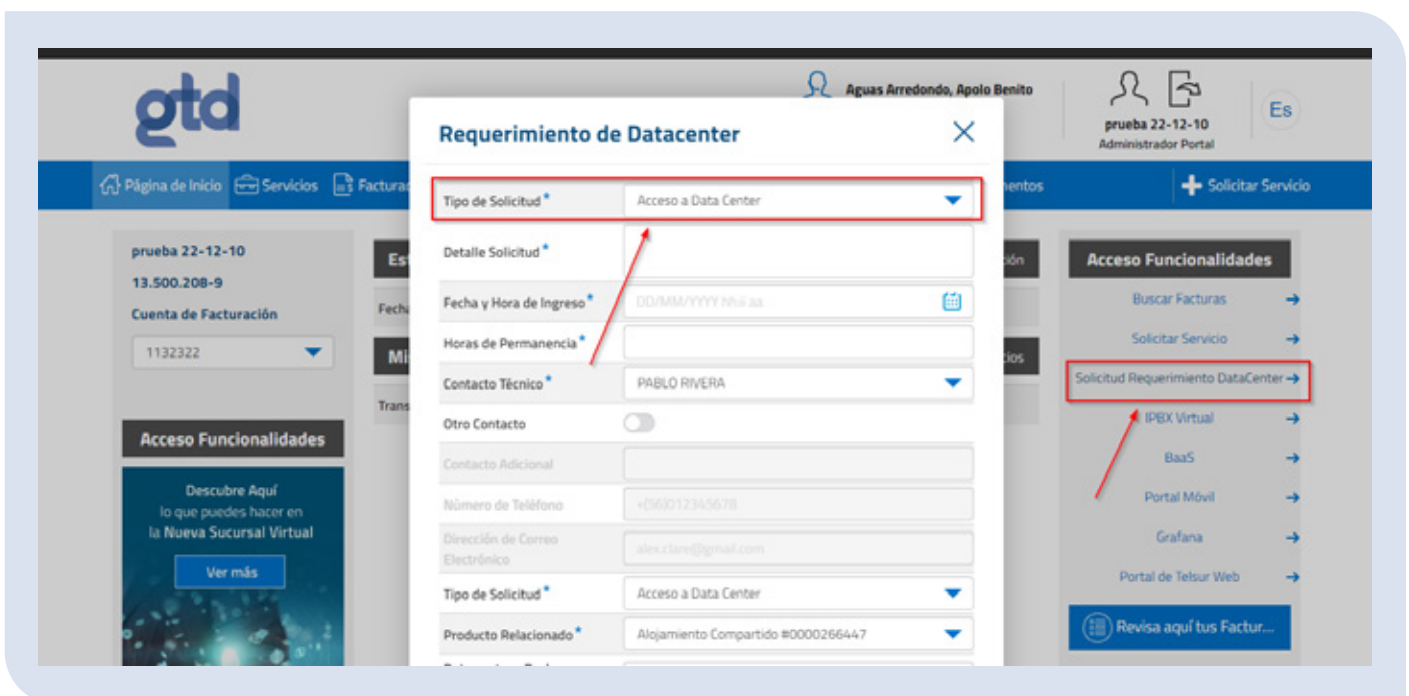
There are 3 options to generate a request for access to the Data Center

1. Customer Web Portal: Home

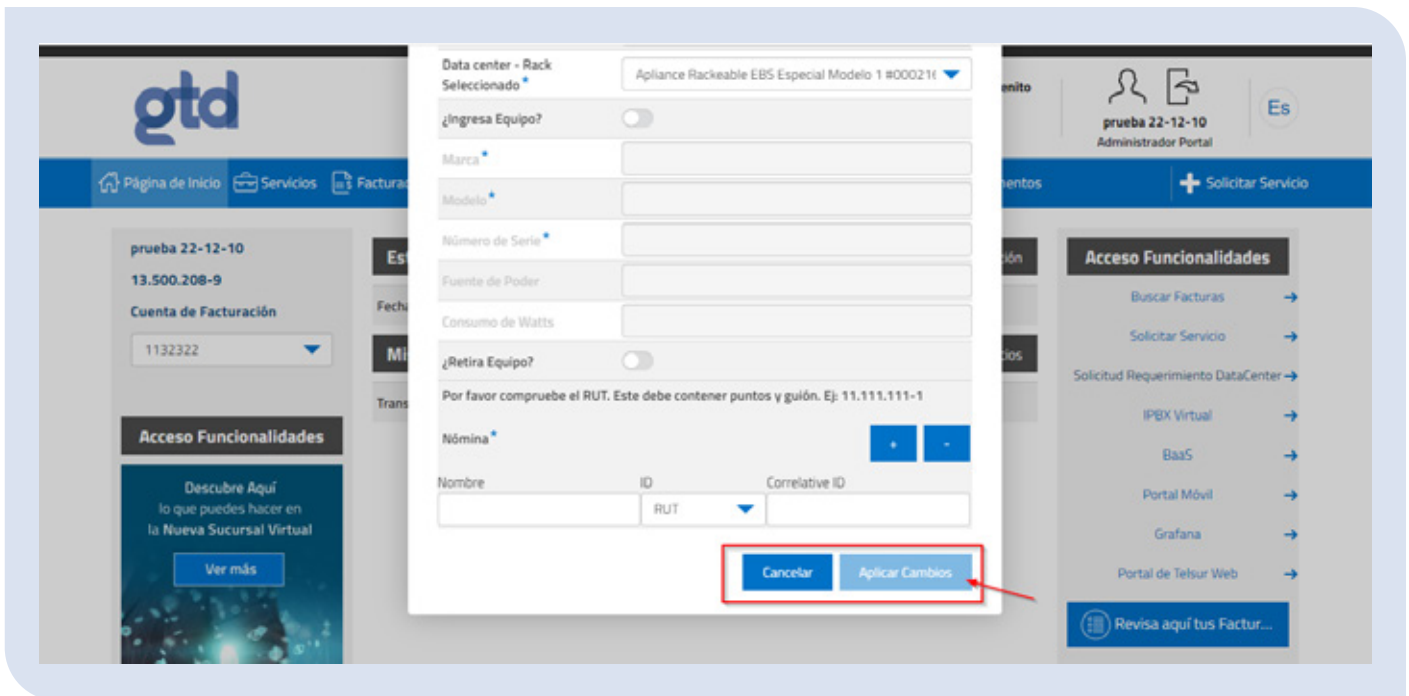
a. Log in to the customer portal (<https://portalclientes.gtd.cl/>). On the far-right side of the screen click on the "Solicitud requerimiento Data Center" option.



b. A form will be displayed that you must fill in with the requested data.

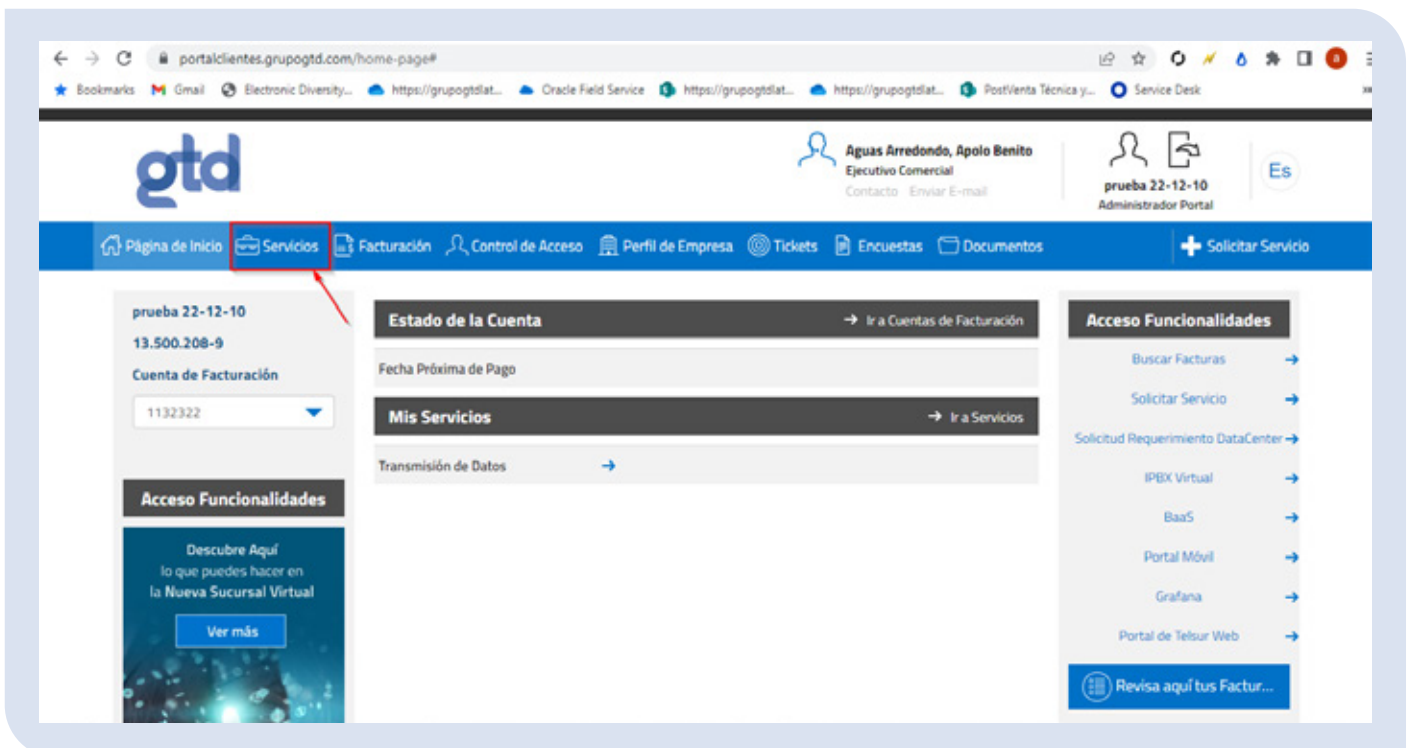


- c. At the end press "Aplicar Cambios" at the bottom and the application will be generated.

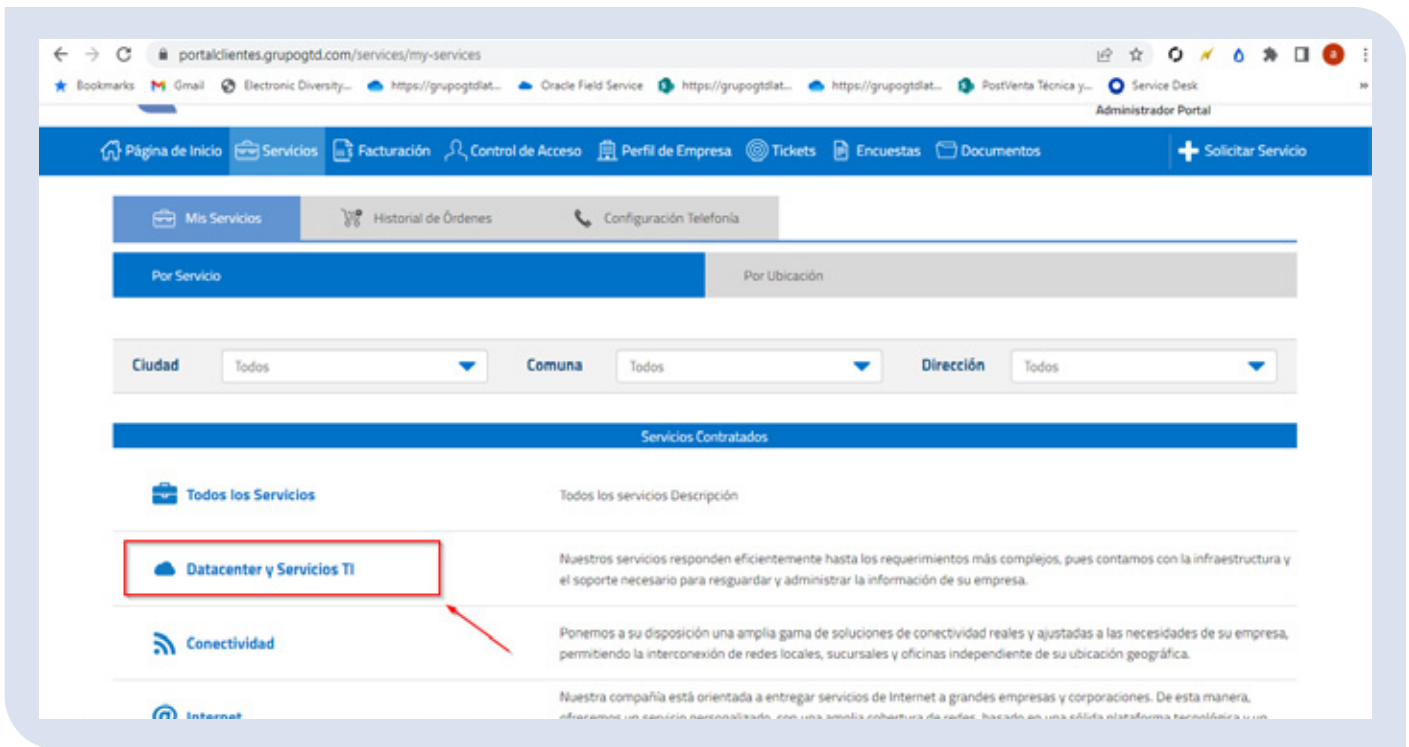


2. Client Web Portal: Product or Services

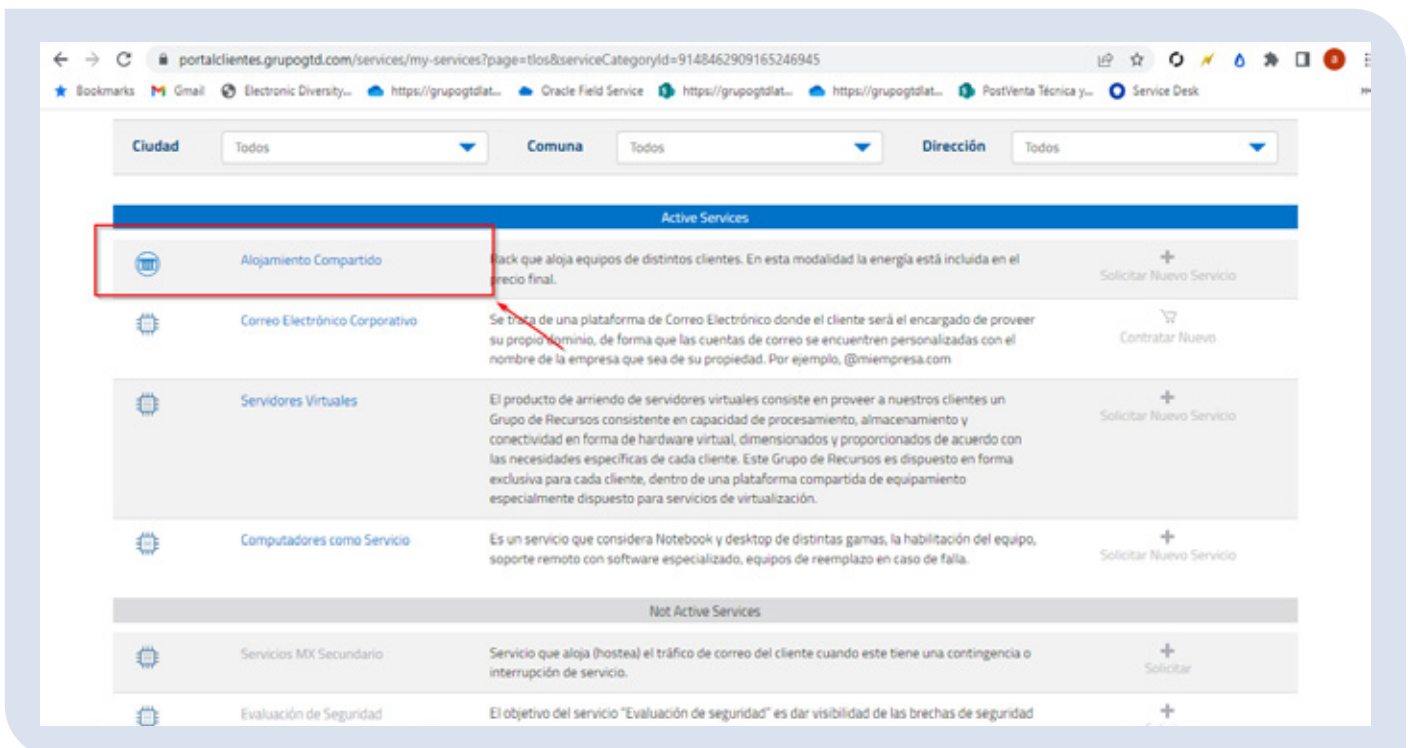
- a. Log in to the customer portal (<https://portalclientes.gtd.cl/>), on the upper left hand side click on the "Servicios" button.



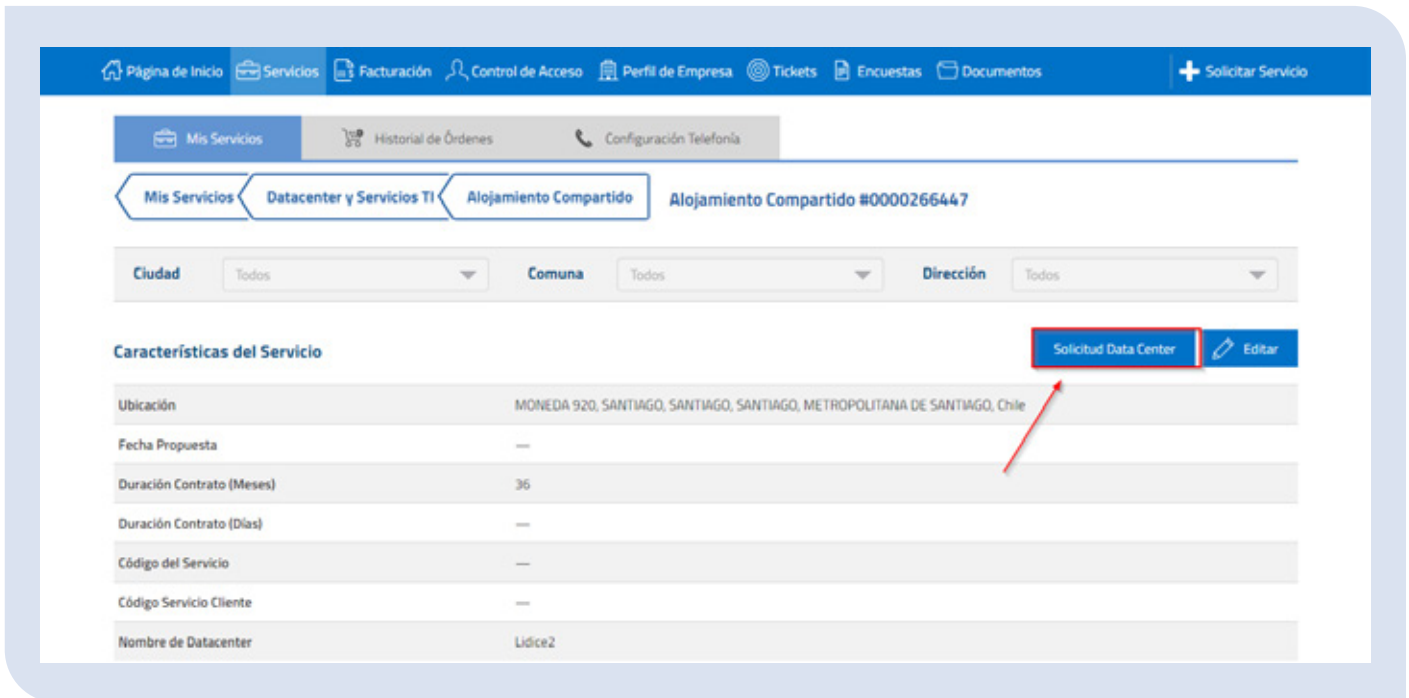
b. In services click on "Data Center y Servicios TI" option.



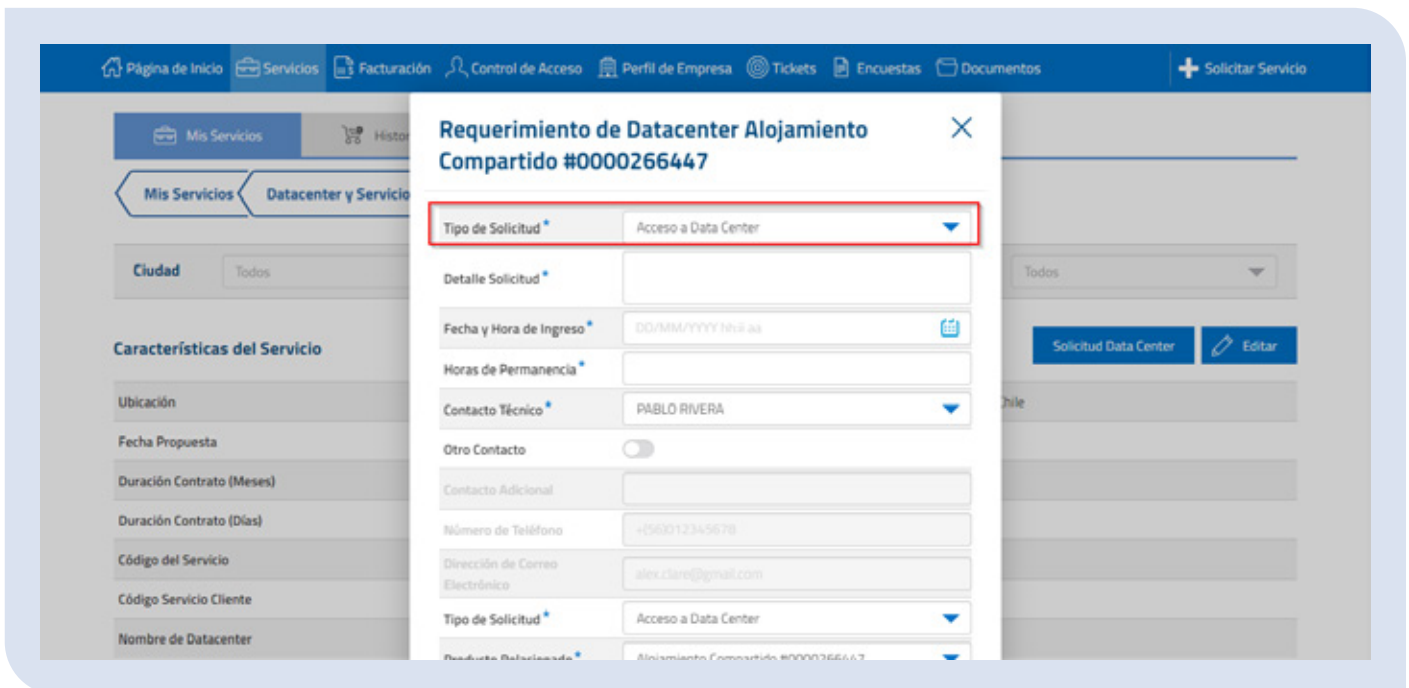
c. Select the service corresponding to the required request.



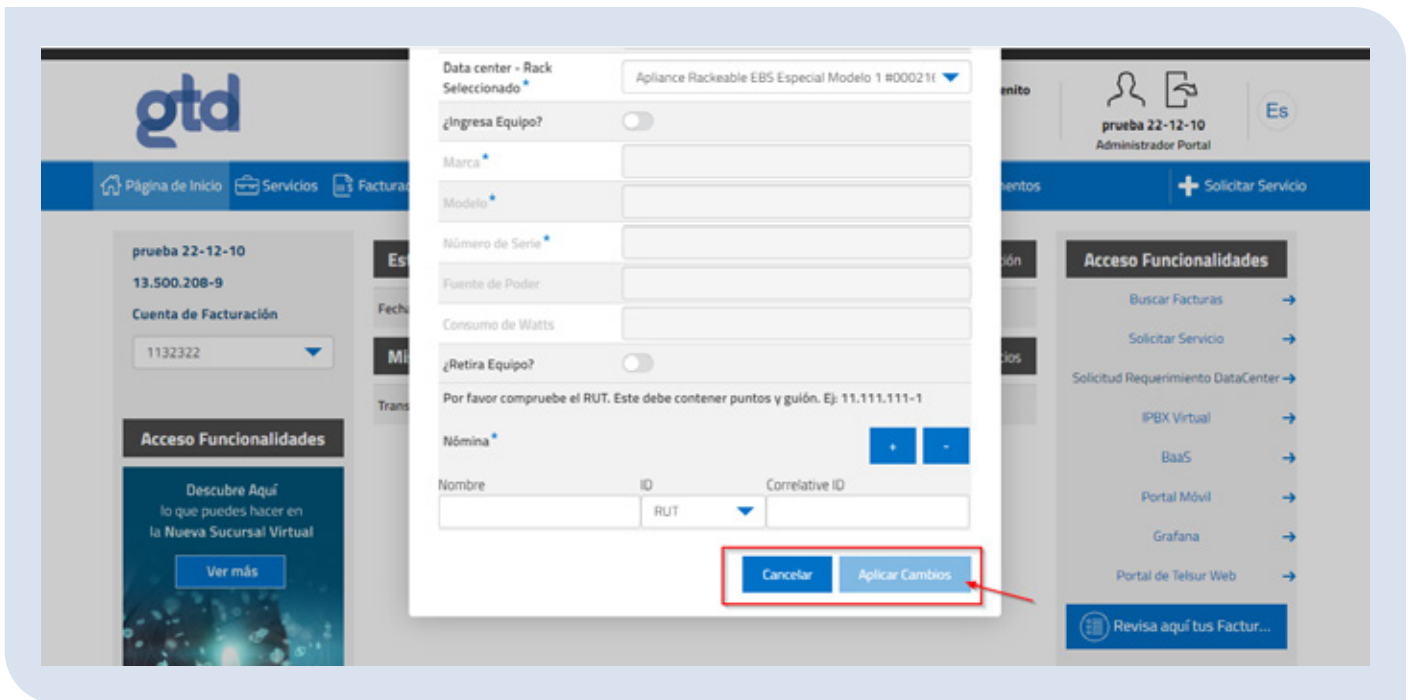
d. When entering the selected product, click on "Solicitud Data Center" in the upper right corner.



e. A form will be displayed that you must fill in with the requested data.

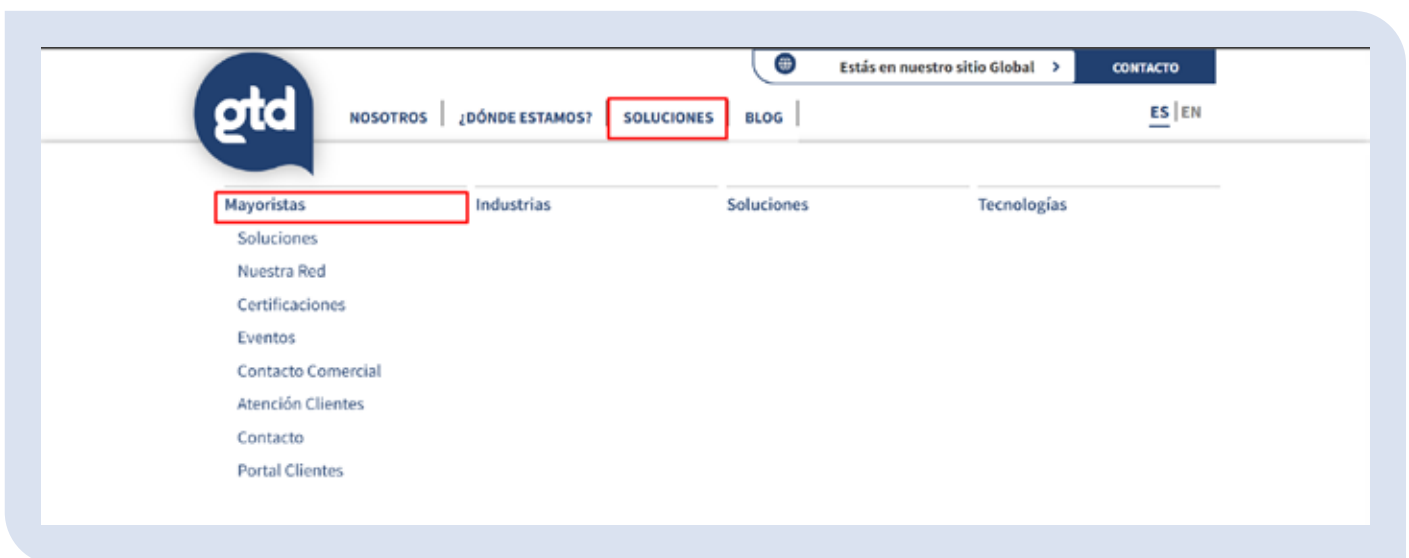


f. At the end press "Aplicar Cambios" at the bottom and the application will be generated.



3. Request in case of problems with the customer web portal

a. From the left menu select "Wholesale". If for some reason you cannot access from the customer portal, go to <https://www.gtdcompany.com/wholesale>, at the top of the page, click on the button "Soluciones".



- b. Download the Data Center access registration form (Planilla ingreso Data Center).



- c. Fill the form and send it to soportet@grupogtd.com.

- d. Once the request is received, the Gtd team will contact you to validate the identity of the customer and arrange the visit with the Data Center staff.

IMPORTANTE

You must contact your assigned Service Manager and update the information of the authorized contacts to access the Data Center. This process is crucial because, in case the customer portal is not available, the DC access role type contact will be used for all access requests. the DC access role type contact will be used for all access requests and the identity of the customer will be verified. and the customer's identity will be verified with the registered contact from our system.

gtd

 [company/gtdchile](https://www.linkedin.com/company/gtdchile)

 gtdwholesale.com