香港宽频數據中心
设施管理服务
HKBN Data Centre
Facility Management Services

Manage e-Access Records
Quick Guide

管理 e-Access 记录
快速指南

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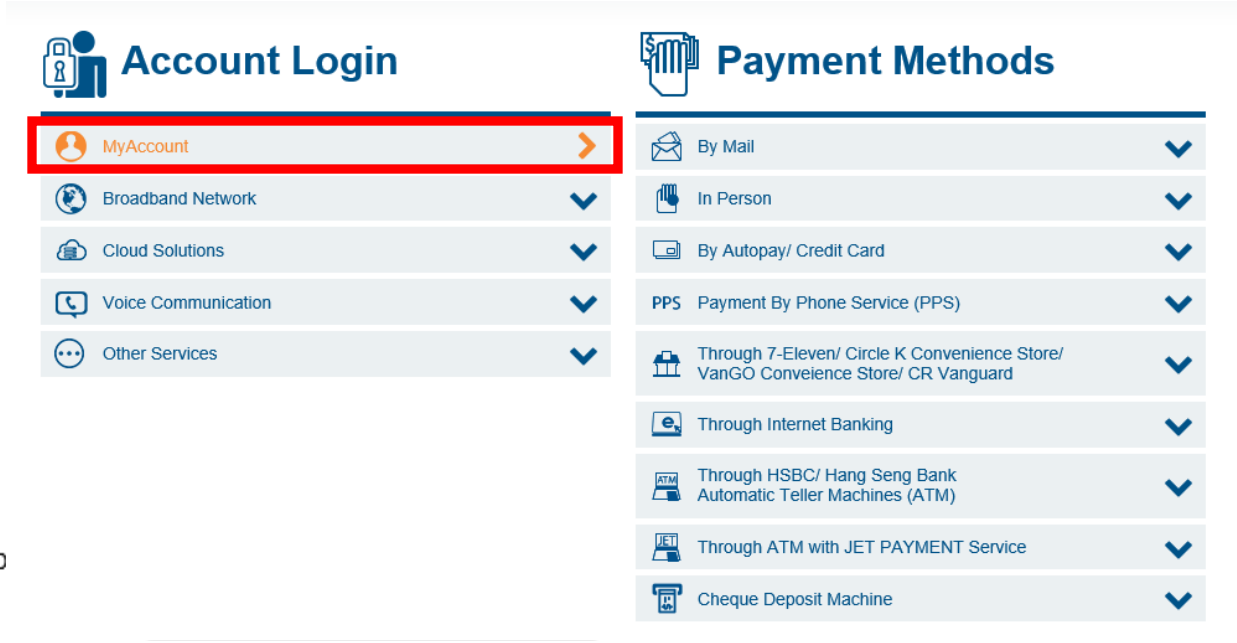
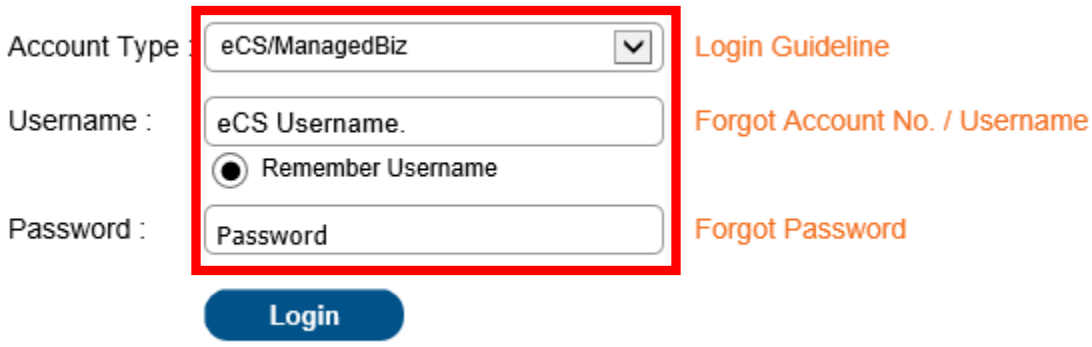
1. Login ManagedBiz Portal | 登录网上客户管理平台

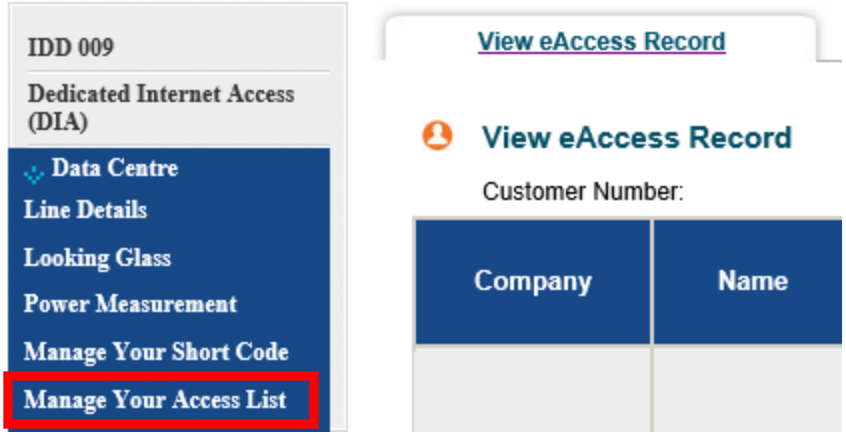
1.1 Visit http://hkbnes.net/en/accountservices | 访问 http://hkbnes.net/en/accountservices





2. View e-Access Records | 查看 e-Access 名单记录

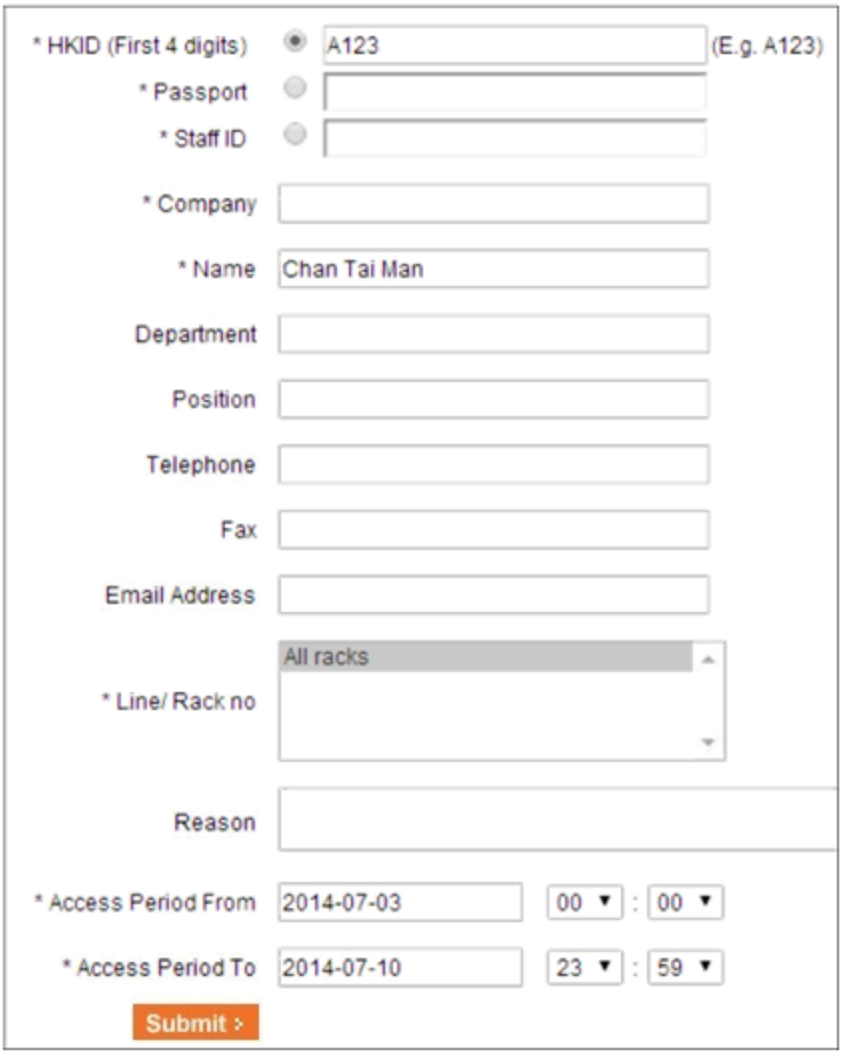
2.1 Click **Manage Your Access List** under Data Centre | 在 Data Centre 功能列，点击 **Manage Your Access List**



2.2 You submitted Access list will be shown in table format. Please note only "**Active**" access record will be shown here. To view the expired access record, please refer to **Part 6** of this guide | 已登记的名单将以表列颢示，请注意此表只会显示**仍然生效**的名单纪录，如欲查看已逾期失效的名单纪录，请参考本指南**第 6 部份**。

2.3 To view the details, you can click into the specify record. 如欲查看名单纪录的详情，请点击有关纪录。

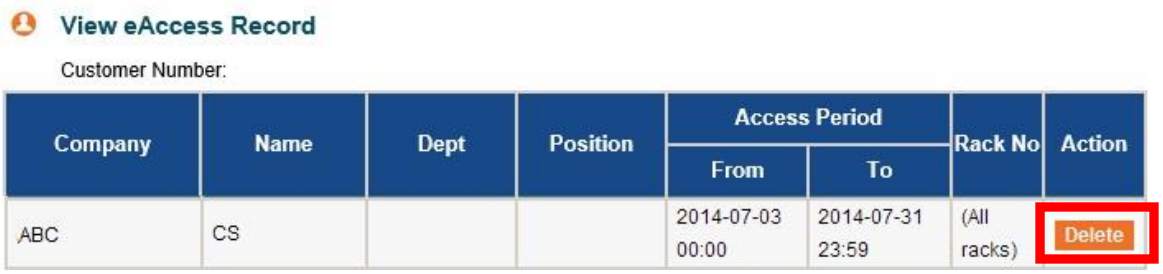
Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-07-03 00:00	2014-07-10 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-06-09 00:00	2015-06-09 23:59	(All racks)	Delete



2.4 To **Delete** or **Edit** the record, please refer to **Part 3** & **Part 5** | 如欲**删除**或**更改**名单纪录，请参考本指南**第 3 部份**及**第 5 部份**的指示。

3. Delete e-Access Records | 删除 e-Access 名单记录

3.1 Click **Delete** to clear the relevant record | 点击 **Delete** 以删除相关记录



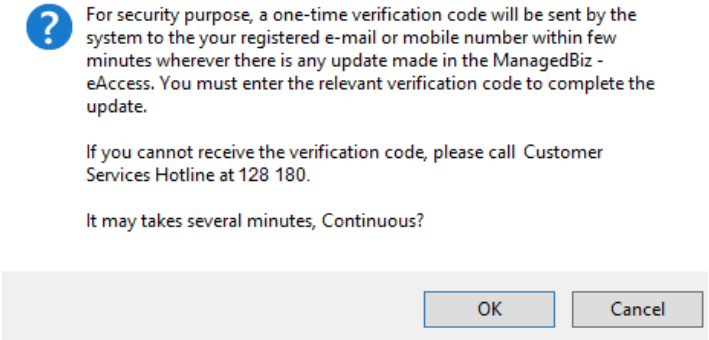
View eAccess Record

Customer Number:

Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete

3.2 An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending |点击 **Delete** 后将出现以下提示信息，单击 **OK** 以继续一次性验证码的传送。

- For security purpose, a one-time verification code will be sent by the system to the customer's registered e-mail or mobile number within few minutes whenever there is any update made in the ManagedBiz – eAccess. Customer must enter the relevant verification code to complete the update. If customer cannot receive the verification code within few minutes, please call our Customer Services Hotline at **128 180**. |因安全理由，客户每次於 ManagedBiz - eAccess 内作任何更新时，系统会於数分钟内将一个一次性的验证码发送到客户已登记的电子邮箱或手机号码。客户须输入有关一次性的验证码完成更新。如果客户不能收到验证码，请致电客户服务热线 **128 180**。



3.3 The one-time verification code will be stated on the email / SMS. | 一次性的验证码将显示在电子邮件/短信内。

Woen 2016/08/24 11:28 VM.

HKBN ES Service Letter <essvcletter@hkbnes.net>

HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code 7520-AKX (valid period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department
Hong Kong Broadband Network Limited

(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)

親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

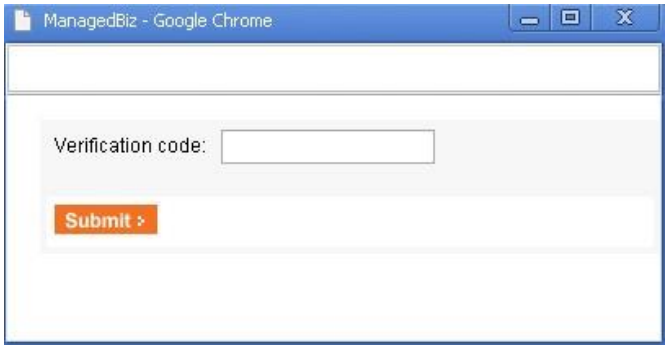
我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼 7520-AKX (有效時間： 11:27 至 11:57) 以繼續及完成更新程序。

香港寬頻網絡有限公司
客戶服務部 謹啟

(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)

3.4 Enter the one-time verification code in the pop-up windows, and then click **Submit**. | 请输入一次性验证码，然後单击 **Submit**。

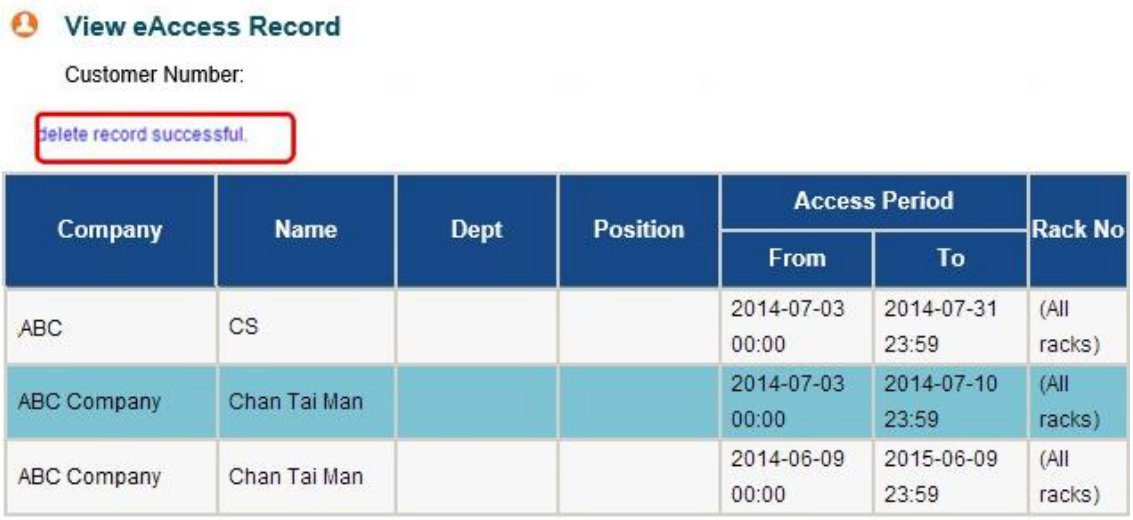
- If the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser. | 如果你不能看到弹出窗口，请参考附录 A 的指示在你的浏览器上允许弹出窗口的功能。
- If you cannot enter the verification code within the valid period, you need to repeat step 3.1 to 3.4 to get and input a new one-time verification code. |如你未能於验证码有放时间内输入验证码，你需要按照 3.1 至 3.4 的步骤重新获取及输入新的一次性验证码。



3.5 After entered the one-time verification code, click **Delete** again to clear the relevant record | 输入一次性验证码后，請再次单击 **Delete** 以删除相关记录

3.6 Press **OK** to confirm |单击 **OK** 提交

3.7 A message "**delete record successful.**" will be displayed upon record deleted | 记录删除後，系统将显示确认讯息"**delete record successful.**"


View eAccess Record

Customer Number:

delete record successful.

Company	Name	Dept	Position	Access Period		Rack No
				From	To	
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)
ABC Company	Chan Tai Man			2014-07-03 00:00	2014-07-10 23:59	(All racks)
ABC Company	Chan Tai Man			2014-06-09 00:00	2015-06-09 23:59	(All racks)

4. Add Record – Input New eAccess Record |添加 eAccess 名单记录

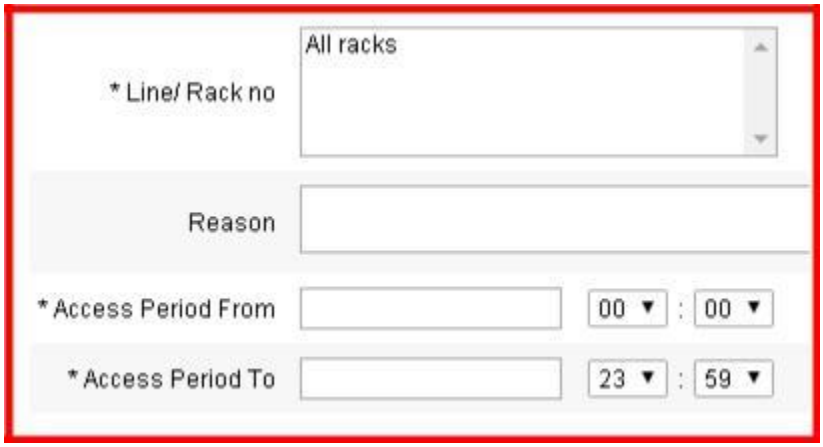
4.1 Click **Manage Your Access List** under Data Centre | 在 Data Centre 功能列，点击 **Manage Your Access List**

4.2 Click **ADD/Edit Record** under Manage Your Access List | 在 **Manage Your Access List** 頁，点击 **ADD/Edit Record**

4.3 Input eAccess personal information | 请输入访问人员资料

- ID Card No. (First 4 Digits) or you may select to input Passport / Staff ID | 身份证号码(首 4 位数字) 你亦可以选择输入护照或职员号码
- Company Name | 公司名称
- Visitor Name | 访问人员名称
- Department | 部门
- Position | 职位
- Telephone No. | 电话号码
- Fax No. | 传真号码
- Email address | 电邮地址

- Select the Line/Rack No. | 选择所需要工作的机柜
- Input Remarks |輸入備註
- Select the Start Date of visit| 选择到访开始日期
- Select the End Date of visit | 选择到访结束日期
    - ***Each access record's validity period maximum is 1 year | 每个访问记录的有效期最多为 1 年***

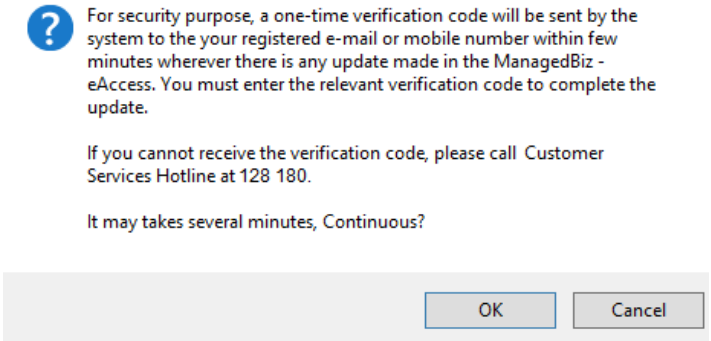


4.4 Click **Submit** |单击 **Submit**

4.5 An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending |点击删除后将出现以下提示信息，单击 OK 以继续一次性验证码的传送。

- For security purpose, a one-time verification code will be sent by the system to the customer's registered e-mail or mobile number within few minutes whenever there is any update made in the ManagedBiz – eAccess. Customer must enter the relevant verification code to complete the update. If customer cannot receive the verification code within few minutes, please call our Customer Services Hotline at **128 180**. |因安全理由，客户每次於

ManagedBiz - eAccess 内作任何更新时，系统会於数分钟内将一个一次性的验证码发送到客户已登记的电子邮箱或手机号码。客户须输入有关一次性的验证码完成更新。如果客户不能收到验证码，请致电客户服务热线 **128 180**。



4.6 The one-time verification code will be stated on the email / SMS.

Woen 2016/08/24 11:28 VM.

HKBN ES Service Letter <essvcletter@hkbnes.net>

HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code 7520-AKX (valid period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department
Hong Kong Broadband Network Limited

(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)

親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼 7520-AKX (有效時間： 11:27 至 11:57) 以繼續及完成更新程序。

香港寬頻網絡有限公司
客戶服務部 謹啟

(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)

4.7 Enter the one-time verification code in the pop-up windows, and then click **Submit**. | 请输入一次性验证码，然後单击 **Submit**。

- If the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser. |如果你不能看到弹出窗口，请参考附录 A 的指示在你的浏览器上允许弹出窗口的功能。
- If you cannot enter the verification code within the valid period, you need to repeat step 4.1 to 4.7 to get and input a new one-time verification code. |如你未能於验证码有放时间内输入验证码，你需要按照 4.1 至 4.7 的步骤重新获取及输入新的一次性验证码。

4.8 After enter the one-time verification code, click **Submit** again | 輸入一次性验证码後，請再次单击 **Submit**

4.9 Press **OK** to confirm |单击 **OK** 提交

4.10 A message "**Submit record successful**" will be displayed upon record added |添加记录後，系统将显示确认讯息"**Submit record successful.**"

5. Edit eAccess Record |编辑 eAccess 名单记录

5.1 Click **Manage Your Access List** under Data Centre | 在 Data Centre 功能列，点击 **Manage Your Access List**

5.2 Click **eAccess Record** under Manage Your Access List | 在 **Manage Your Access List** 頁，点击 **eAccess Record**

View eAccess Record

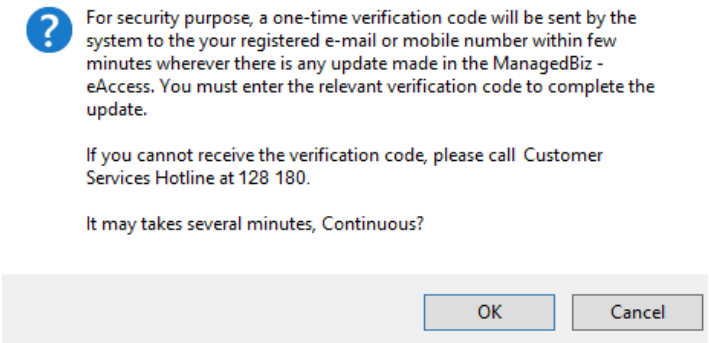
Customer Number:

Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-07-03 00:00	2014-07-10 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-06-09 00:00	2015-06-09 23:59	(All racks)	Delete

5.3 Modify the eAccess record and click **Submit** afterward | 完成修改后单击 **Submit**

5.4 An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending |点击 **Submit** 后将出现以下提示信息，单击 **OK** 以继续一次性验证码的传送。

- For security purpose, a one-time verification code will be sent by the system to the customer's registered e-mail or mobile number within few minutes whenever there is any update made in the ManagedBiz – eAccess. Customer must enter the relevant verification code to complete the update. If customer cannot receive the verification code within few minutes, please call our Customer Services Hotline at **128 180**. |因安全理由，客户每次於 ManagedBiz - eAccess 内作任何更新时，系统会於数分钟内将一个一次性的验证码发送到客户已登记的电子邮箱或手机号码。客户须输入有关一次性的验证码完成更新。如果客户不能收到验证码，请致电客户服务热线 **128 180**。



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Woen 2016/08/24 11:28 VM.

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香港寬頻網絡有限公司
客戶服務部 謹啟

(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)

訊息 +852 詳細資料

訊息
今日 上午11:48

HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: 7520-AKX (valid period: 11:27 to 11:57)

5.6 Enter the one-time verification code in the pop-up windows, and then click **Submit**.
请输入一次性验证码，然後单击 **Submit**。

- If the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser. | 请输入一次性验证码，然後单击 **Submit**。如果你不能看到弹出窗口，请參考附录 A 的指示在你的浏览器上允许弹出窗口的功能。
- If you cannot enter the verification code within the valid period, you need to repeat step 5.1 to 5.6 to get and input a new one-time verification code. |如

你未能於验证码有放时间内输入验证码，你需要按照 5.1 至 5.6 的步骤重新获取及输入新的一次性验证码。

5.7 After enter the one-time verification code, click **Submit** again | 輸入一次性验证码後，請再次单击 **Submit**

5.8 A message "**Update record successful**" will be displayed upon record edited |编辑记录後，系统将显示确认讯息"**Update record successful.**"

6. Check the expired eAccess record. | 查看已逾期失效的 eAccess 名单

6.1 Click **Manage Your Access List** under Data Centre | 在 Data Centre 功能列，点击 **Manage Your Access List**

6.2 Click **Expired eAccess Record** under Manage Your Access List | 在 **Manage Your Access List** 頁，点击 **Expired eAccess Record**

View eAccess Record | Add/Edit Record | Expired eAccess Record

Expired eAccess Record

Customer Number:

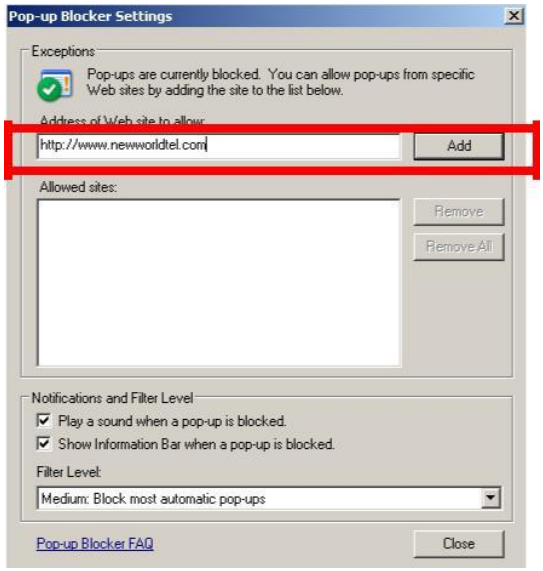
Company	Name	Dept	Position	Access Period		Rack No
				From	To	
CS	CS	CS	CS	2016-04-05 00:00	2016-05-12 23:59	(All racks)
ABC Company	ABC			2015-06-03 00:00	2015-06-03 23:59	KC03
Test	Test123			2014-10-03 00:00	2014-11-01 23:59	(All racks)

Appendix A - Steps to check/enable popup function for browser | 附录 A - 检查/启用浏览器弹出窗口的功能

Microsoft Internet Explorer:

1. Click **Tools** and then **Internet Option** | 点击**工具**，然后 **Internet 选项**
2. Select **Privacy** tab and Click **Settings** | 选择**隐私**选项，然后单击**设置**

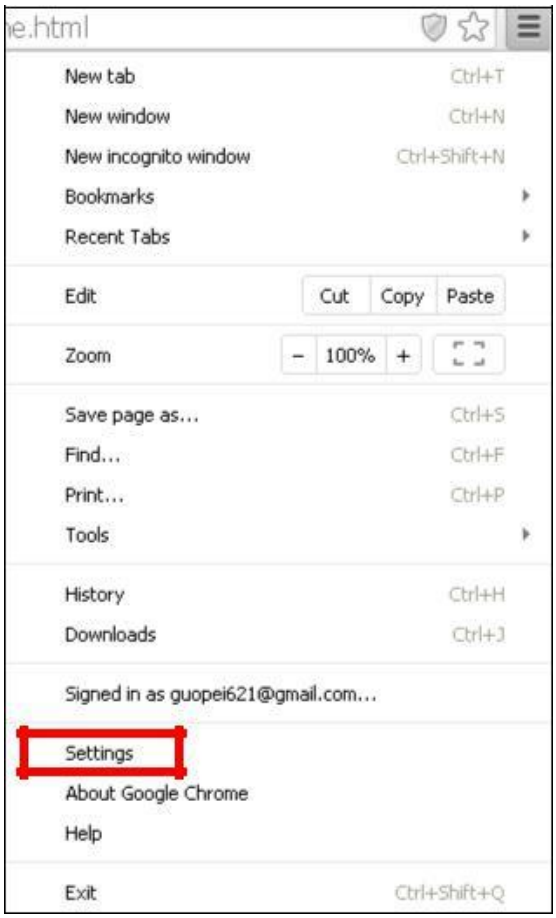
3. Enter **hkbnes.net** in text box and click **Add** | 在文字框中输入 **hkbnes.net**，然后单击**添加**



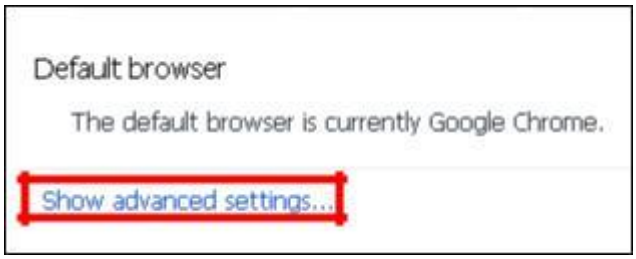
4. Press Close then **OK** to apply | 按**关闭**，然后单击**确定**

Google Chrome:

1. Press on and click **Settings** |按 ，然后单击**设置**

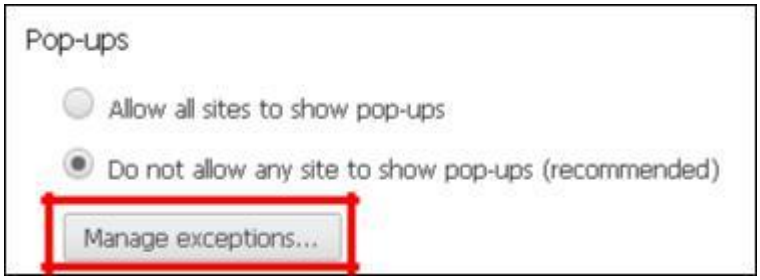


2. Scroll Down the page and click "**Show Advanced Setting**" | 向下滚动页面，并点击"**显示高级设置**"

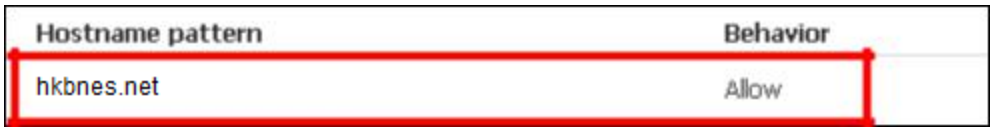


3. Click **Content Setting** under Privacy |点击**隐私选项**下面的**内容设置**

4. Click **Manage exception** under **Pop-ups**. | 点击**弹出窗口选项**下面的**例外管理**。



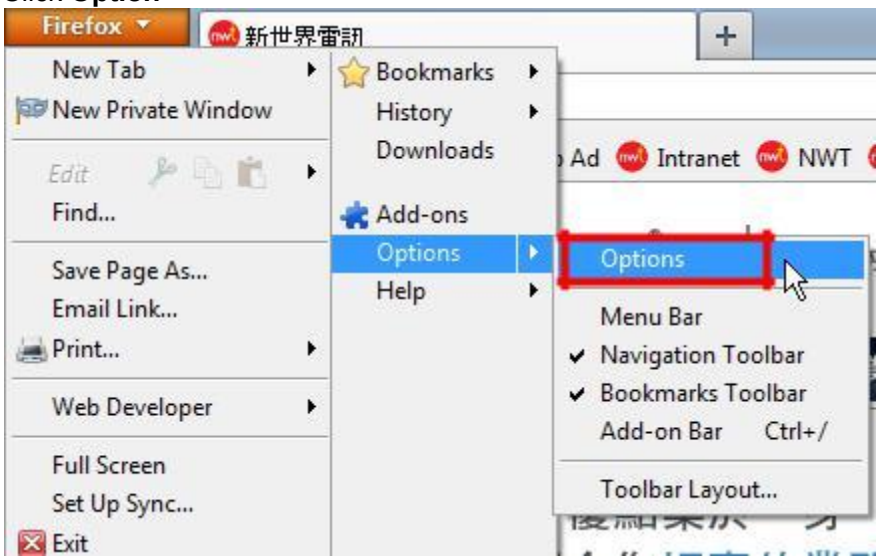
5. Add an entry for hkbnes.net and then set to **Allow**. | 增加 hkbnes.net，然后设置为**允许**。



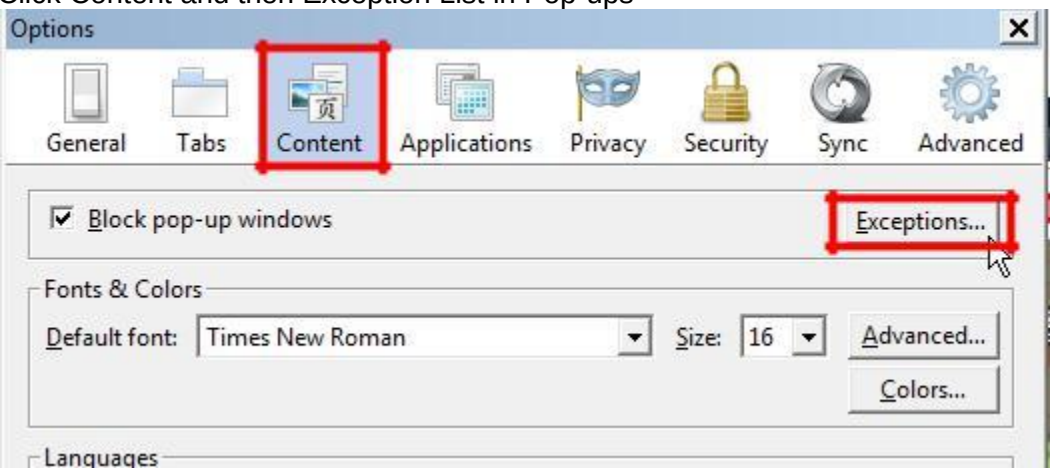
6. Click **Done** to apply. | 点击**完成**

Mozilla Firefox:

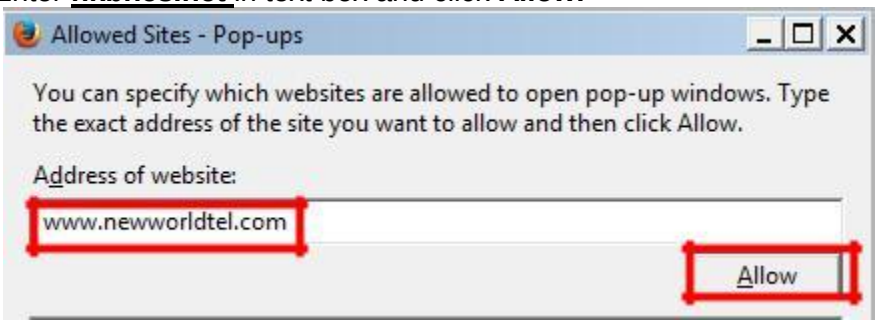
1. Click **Option**



2. Click Content and then Exception List in Pop-ups



3. Enter **hkbnes.net** in text box and click **Allow.**



4. Click **Close** and **OK** to apply. | 按关闭，然后单击确定

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