VITRO
DATA CENTER

VITRO Access Pass Portal

(VAP)

User Guide and FAQs

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1. Credential Recipients – Designated Portal Users

1.1. VITRO Customers' Designated Portal Users

1.1.1. Authorized Technical Approver (ATA)

- Submit Access Pass Requests for the Customer's nominated Authorized Technical Approver(s) and Technical Coordinator(s).
- Submit Access Pass Requests for personnel not included in the list of nominated Authorized Technical Approver(s) and Technical Coordinator(s) and this will be processed by VITRO.

2. Credential Setup

2.1. Initial Access Setup

2.1.1. Credential Delivery

- Your login credentials (username and temporary password) will be sent by VITRO via the official sender address *no-reply@vitrodc.com* to your registered company email account.

2.1.2. Password Change

2.1.2..1. Visit the following link to change your password:
https://account.activedirectory.windowsazure.com/ChangePassword.aspx

2.1.2..2. Follow the on-screen instructions to complete the process.

- Enter your provided username and temporary password, then follow the prompts to set a new password.

2.1.2..3. Troubleshooting Tip

- If you encounter issues during the process, try opening the page in **Incognito Mode** (Google Chrome) or **InPrivate Mode** (Microsoft Edge) and repeat the steps.

2.1.3. Secure Login Setup

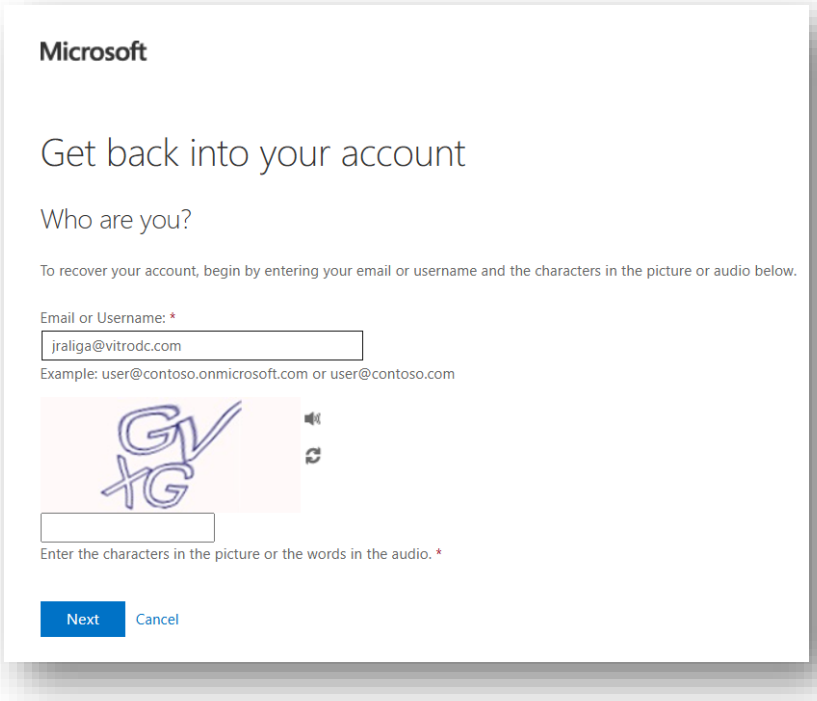
- During setup, you will be prompted to download and install the required **Authenticator application** (or select another available option) to enable secure login to the system.

2.2. Resetting your password

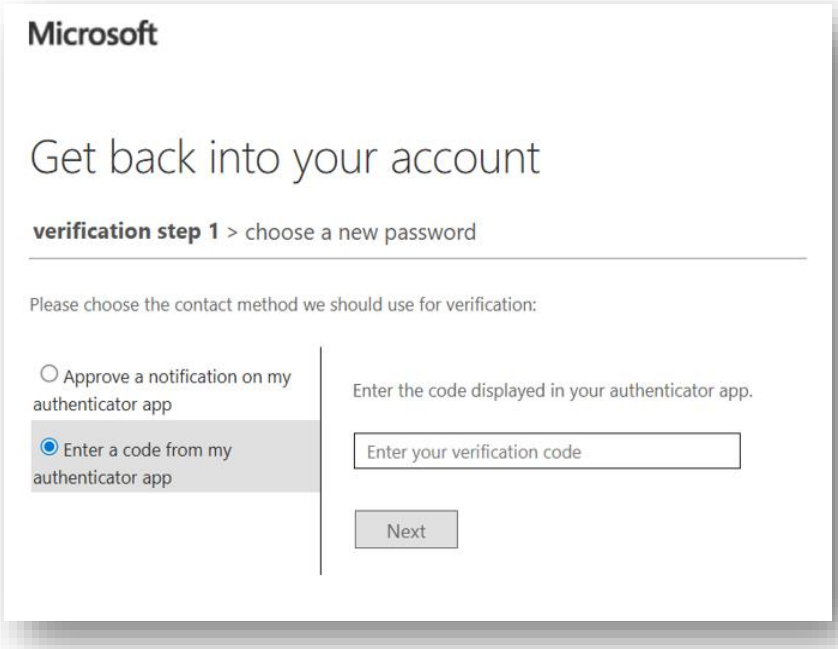
If you forget your password, follow these steps to regain access:

2.2.1. Open the Password Reset Page
https://passwordreset.microsoftonline.com/

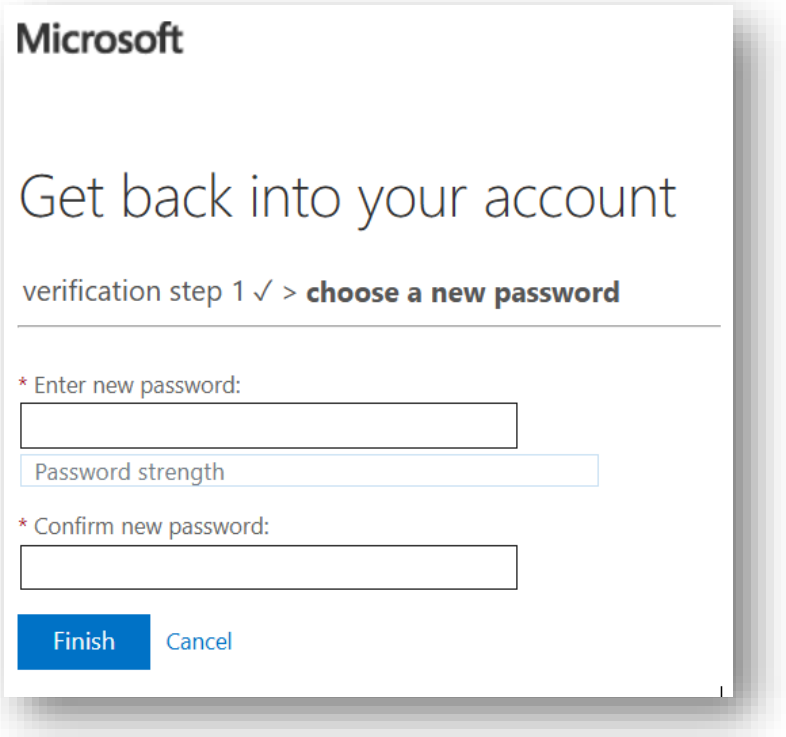
2.2.2. Enter your provided username, then click “Next.”



2.2.3. Select one of the available verification methods to confirm your identity.



2.2.4. Once verified, enter and confirm your new password to complete the reset process.



3. Logging In to VITRO Access Portal

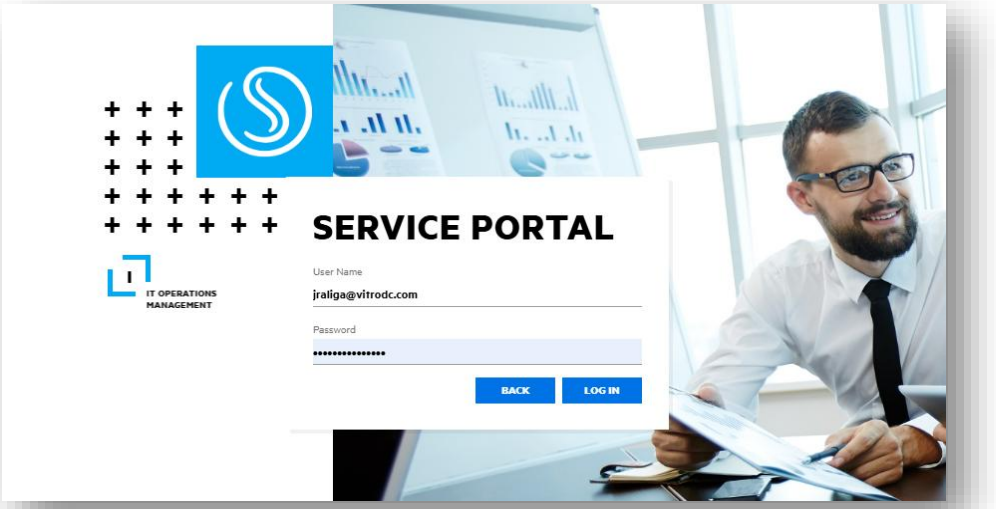
3.1. How to Log In

3.1.1. Access the Login Page

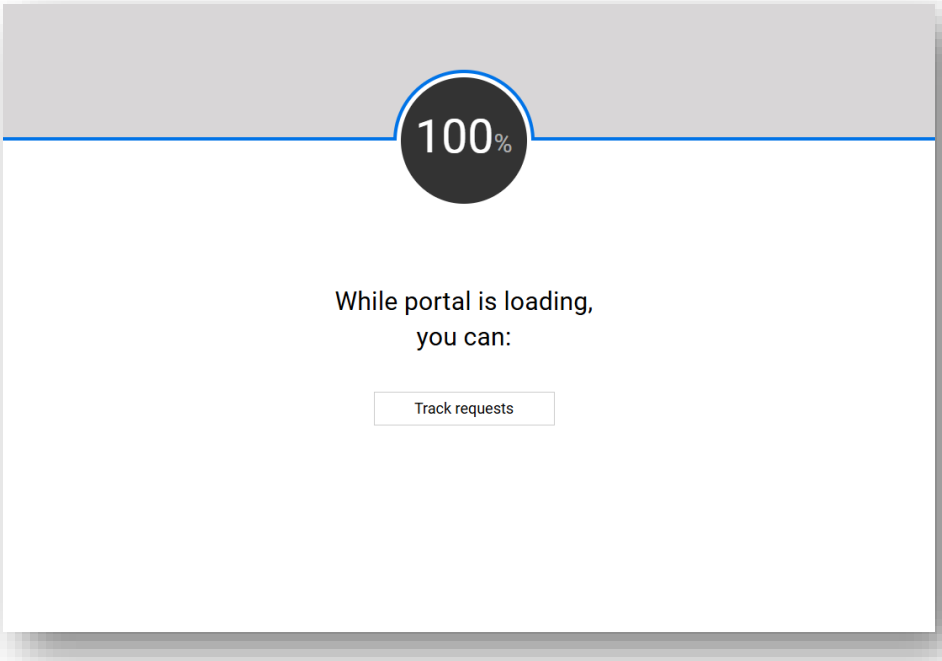
- Click or paste this link into your browser: https://support.vitrodc.com/saw/ess?TENANTID=423675792
- You will be directed to the VITRO Access Portal Login Page

3.1.2. Enter Credentials

- Enter your provided Username and Password



- When this screen appears, do not make any selections or click on any options. Simply wait for the process to continue automatically.



3.1.3. Navigate to the VITRO Access Portal

- After successful login, you will be redirected to the VITRO Access Portal homepage

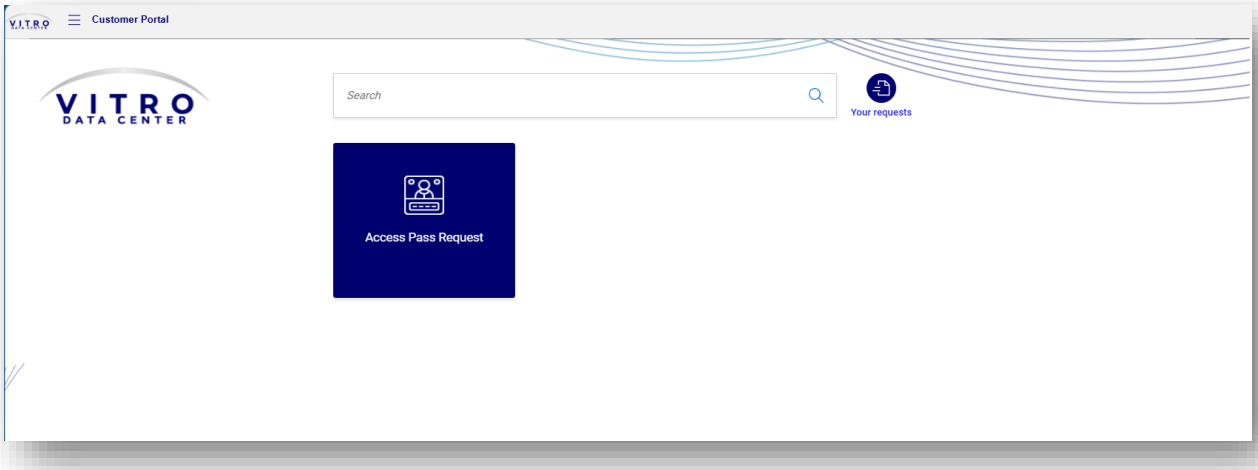
Important Notice:
Requesting an Access Pass via **VITRO Customer Care** will no longer be accepted. All Access Pass requests must be submitted through the **VITRO Access Portal**.

4. Creating a Ticket in the VITRO Access Portal

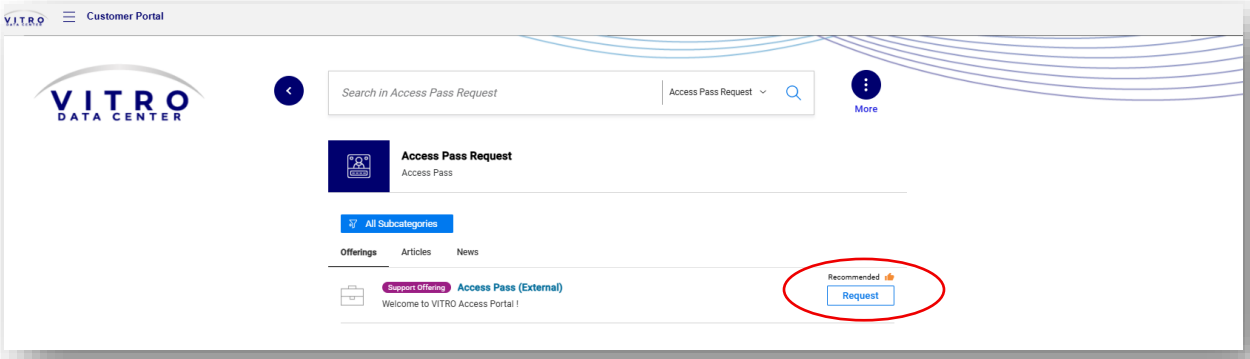
4.1. Steps to Create a Ticket

4.1.1. Once signed in, the VITRO Access portal homepage will be displayed.

4.1.2. Click the **Access Pass Request** box.



4.1.3. Under **Offerings -- Access Pass**, click the **Request** button.



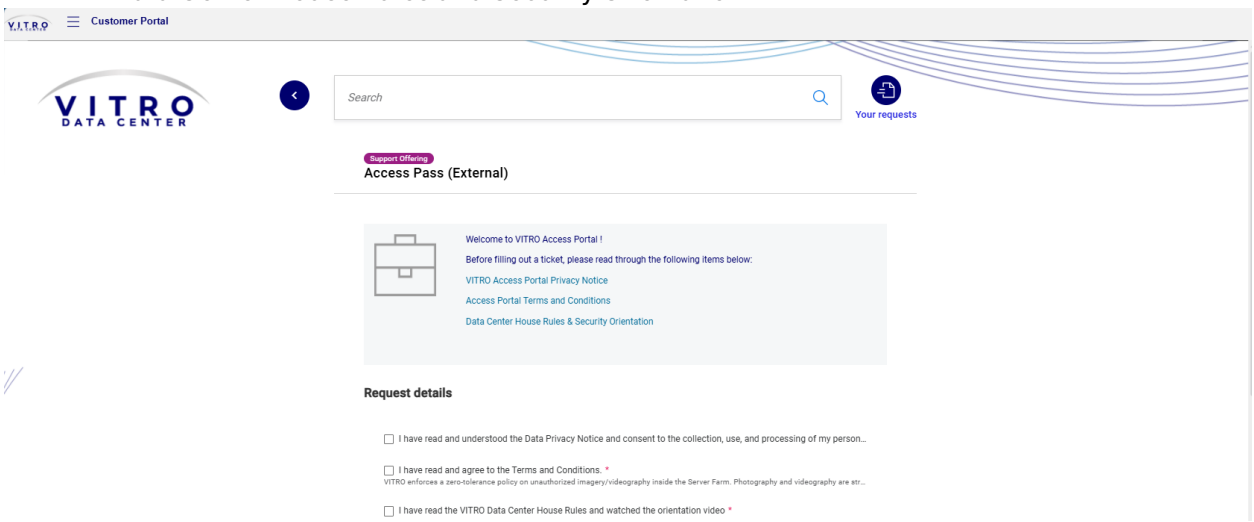
4.1.4. You will be redirected to the Request Details page.

4.2. Fill Out the Request Form

4.2.1. Reference Documents

Links to the following important documents are available for viewing:

- VITRO Access Portal Privacy Notice
- VITRO Access Portal Terms and Conditions
- Data Center House Rules and Security Orientation



4.2.2. Acknowledgement Requirement

You are required to read and agree to these documents. Indicate your acknowledgement by clicking the three tick boxes confirming that you have read, understood, and agreed to the terms and conditions set forth by VITRO.

4.2.3. Complete Mandatory Fields

- All required fields are marked with a red asterisk (✱) in the upper right corner.
- Ensure each mandatory field is completed before submission.

Request Form – Data Fields

Data Fields	Requirement	Type	Description
I have read and understood the Data Privacy Notice	Mandatory	Tick Box	Confirm after reading the VITRO Access Portal Data Privacy Notice.
I have read and agree to the Terms and Conditions	Mandatory	Tick Box	Confirm after reading the VITRO Access Portal Terms and Conditions.
I have read the VITRO Data Center House Rules and watched the orientation video.	Mandatory	Tick Box	Confirm after reading the House Rules and watching the Security & Safety Orientation.
Data Center Site	Mandatory	Dropdown	Select the Data Center site. *Note: Only one site may be selected per request. Submit a separate request for additional sites.*

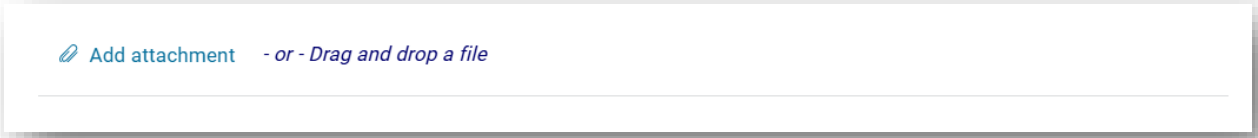
Purpose of Visit	Mandatory	Dropdown	Select the reason for visiting.
Service Request (SR) Number	Mandatory (if applicable)	Dropdown	If selected Purpose of Visit is *Delivery and Deployment of Equipment* or *Decommissioning and Pull-out of Equipment*, please input your approved Service Request (SR) number for this request.
Additional Details of Visit	Not Mandatory	Text Box	Provide relevant information. - Specific activities to be performed - Equipment or materials to be brought onsite - Equipment or materials to be pulled out - Special requirements or considerations
Supplementary Information	Not Mandatory	Text Box	Use this field to provide any additional or reference information for this request.
Start Date / Time	Mandatory	Date-Time Picker	Specify entry date and time.
End Date / Time	Mandatory	Date-Time Picker	Specify exit date and time. *Note: All entries are in Philippine Standard Time (UTC+8)*
Visiting Multiple Rack?	Not Mandatory	Tick Box	Tick if visiting more than one rack.
Additional Rack Numbers	Mandatory (if applicable)	Text Box	This field will appear when *Visiting Multiple Rack?* is ticked. Enter in format: Rack Number 1 / Rack Number 2 / Rack Number 3. *(Note: Only include rack numbers belonging to the selected site.)*
Entry To (Rack Number)	Mandatory (if applicable)	Dropdown	Select the rack number to be visited.
Need to bring mobile device in restricted areas?	Not Mandatory	Tick Box	Tick if bringing a mobile phone into restricted areas.
Reason/Justification of bringing mobile device in restricted area	Mandatory (if applicable)	Text Box	Provide the reason for bringing mobile device into restricted areas.
Need to bring laptop in restricted areas?	Not Mandatory	Tick Box	Tick if bringing a laptop into restricted areas.
Reason/Justification of bringing laptop in restricted area	Mandatory (if applicable)	Text Box	Provide the reason for bringing a laptop into restricted areas.
How Many Technical Authorized Approver/Technical Coordinator will visit?	Mandatory	Text Box (numeric)	Indicate the number of Authorized Approvers / Technical Coordinators visiting. Note: you may enter any number from 0 to 12

			Enter “0” if none.
Visitor 1, 2, n	Mandatory (if applicable)	Dropdown	Select visitor from the authorized list.
Not on the List of Authorized Approver / Technical Coordinator	Mandatory (if applicable)	Tick Box	Tick if the visitor is not listed as an Authorized Approver or Technical Coordinator or beyond 12.
Additional Visitors	Mandatory (if applicable)	Text Box	Provide Name / Company of visitors not on the list of authorized approver and technical coordinator. Note: Ensure names match valid IDs to be presented upon entry.
Will you be bringing a private vehicle?	Not Mandatory	Tick Box	Tick if bringing a vehicle to the Data Center.
Vehicle Details	Mandatory (if applicable)	Text Box	Provide the vehicle model and plate number
Add attachment	Not Mandatory	File Upload	Attach relevant files for the visit. Maximum file size is 10MB.

4.2.4. Attaching a Document

4.2.4..1. Click **Add Attachment** or Drag and drop a file

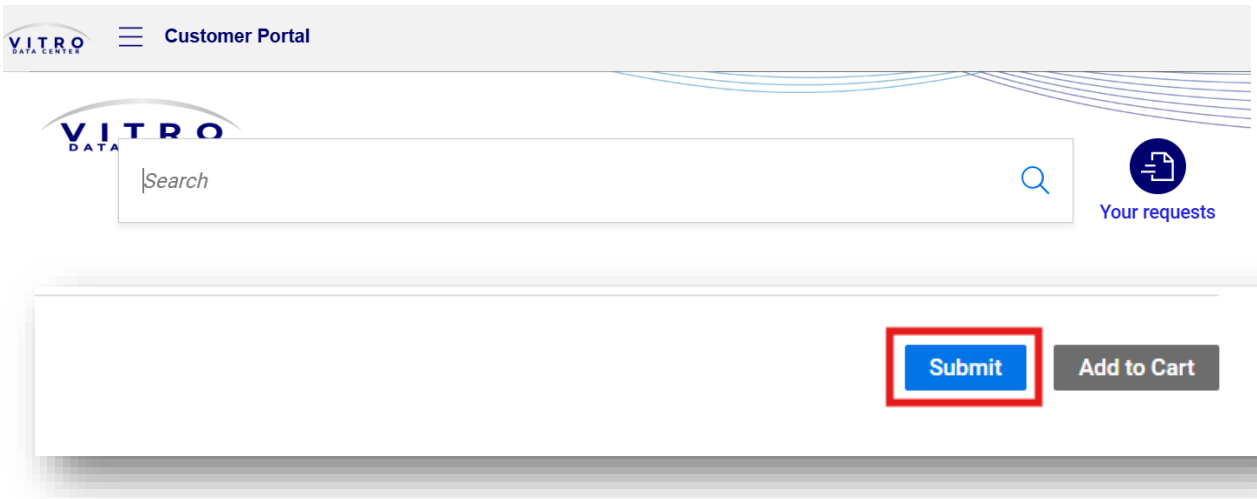
Note: Maximum file size is 10 MB.



4.2.5. Submit Request or Add to Cart

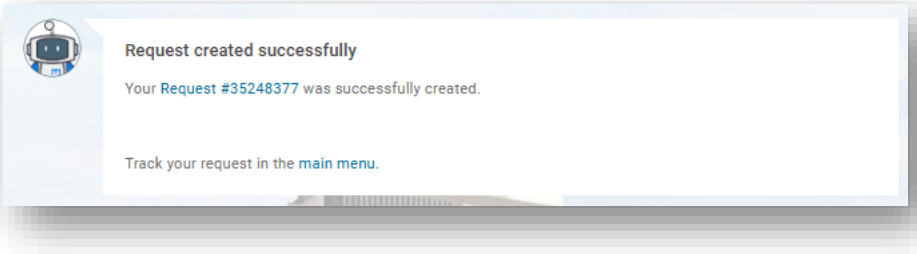
4.2.5..1. After completing all mandatory fields and data is final, click **Submit** to file the ticket.

4.2.5..2. If your request is not yet finalized, click **Add to Cart** to save it as draft. The request will be saved in your **Shopping Cart** until you are ready to proceed.



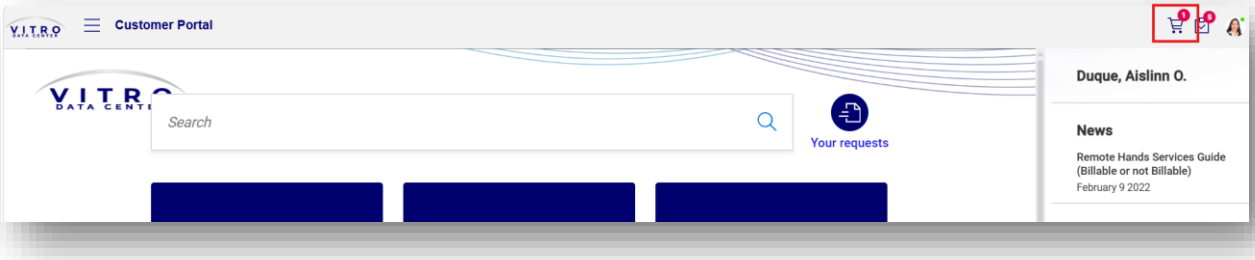
4.3. Request Confirmation

Upon successful submission, the system will generate a Request Number, indicating successful ticket creation.



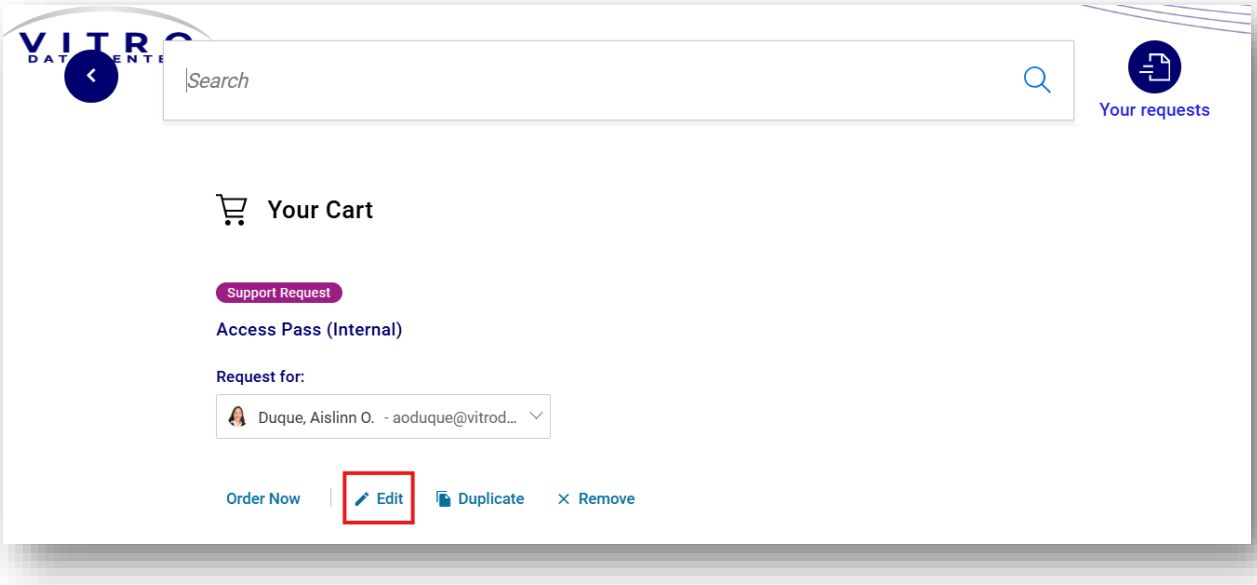
5. Shopping Cart – Requests Saved as Drafts

When a request is not yet finalized, clicking **Add to Cart** will store it in the **Shopping Cart**. These requests remain in draft status until submitted.



5.1. Update or Delete your Shopping Cart

5.1.1. To review your Shopping Cart, click on **Shopping Cart icon**. You will be directed to **Your Cart**, then click **Edit**.



5.1.2. Review and update your request as needed.

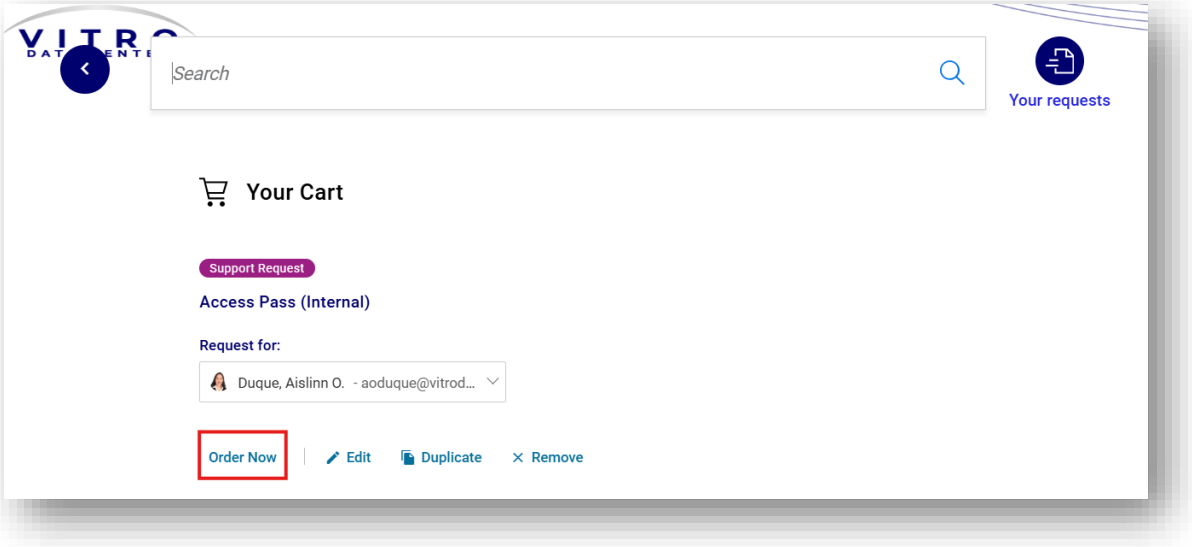
- Click **Save Changes** to update.
- Click **Remove** to delete.

5.1.3. Duplicate your request

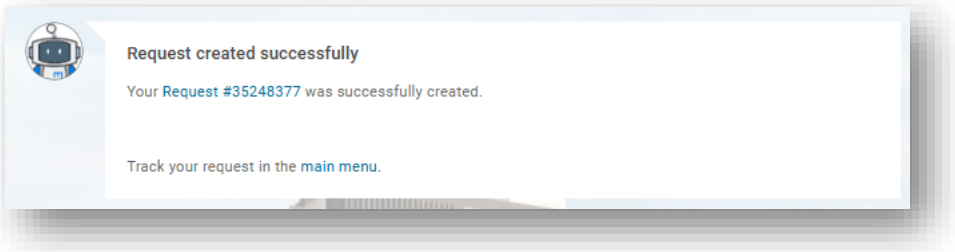
- Click **Duplicate** to create a copy of your existing request.
- The duplicated request can serve as a template for future submissions, allowing you to simply update the details that need to be changed.
- This feature provides a convenient shortcut, reducing the time required to prepare new requests

5.2. Submit Requests in Your Shopping Cart

5.2.1. Once you have finalized the details of your request and are ready to submit, click **Order Now**.

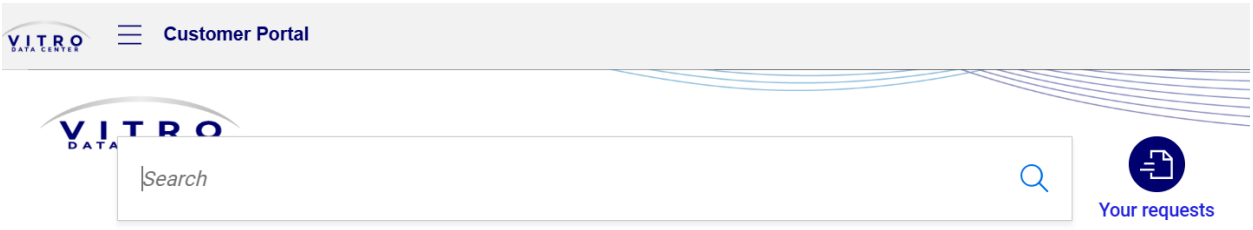


5.2.2. The system will generate a **Request Number**, confirming successful ticket creation.

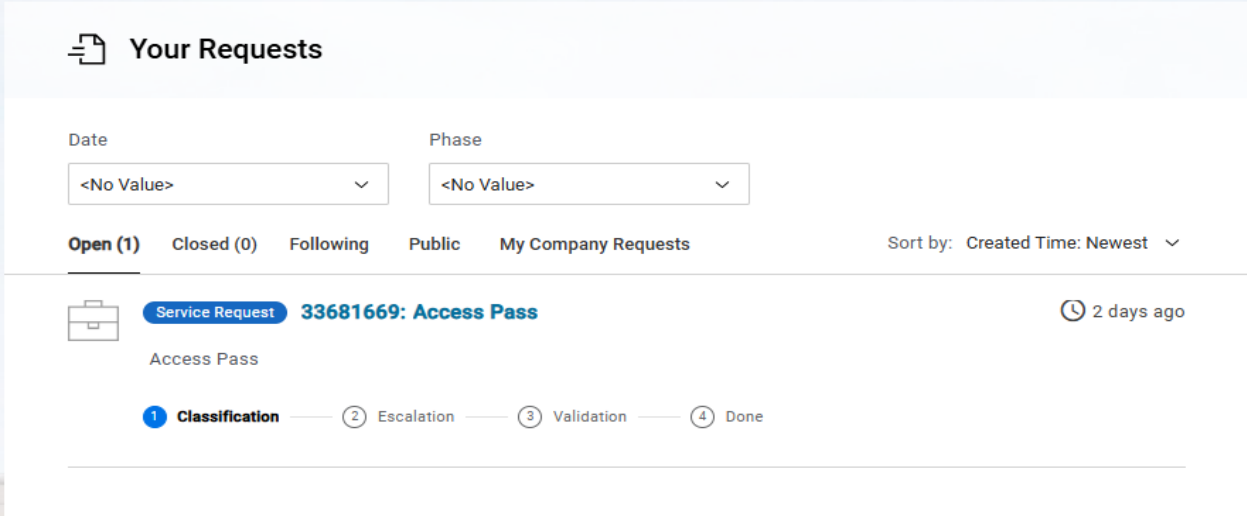


6. Tracking Ticket Approval

6.1. Monitor Ticket Progress



6.1.1. To track your ticket, go to **Your Requests**.



6.1.2. You will be directed to the **Your Requests** page, **Open** tab where the list of tickets that are pending for approval will be displayed.

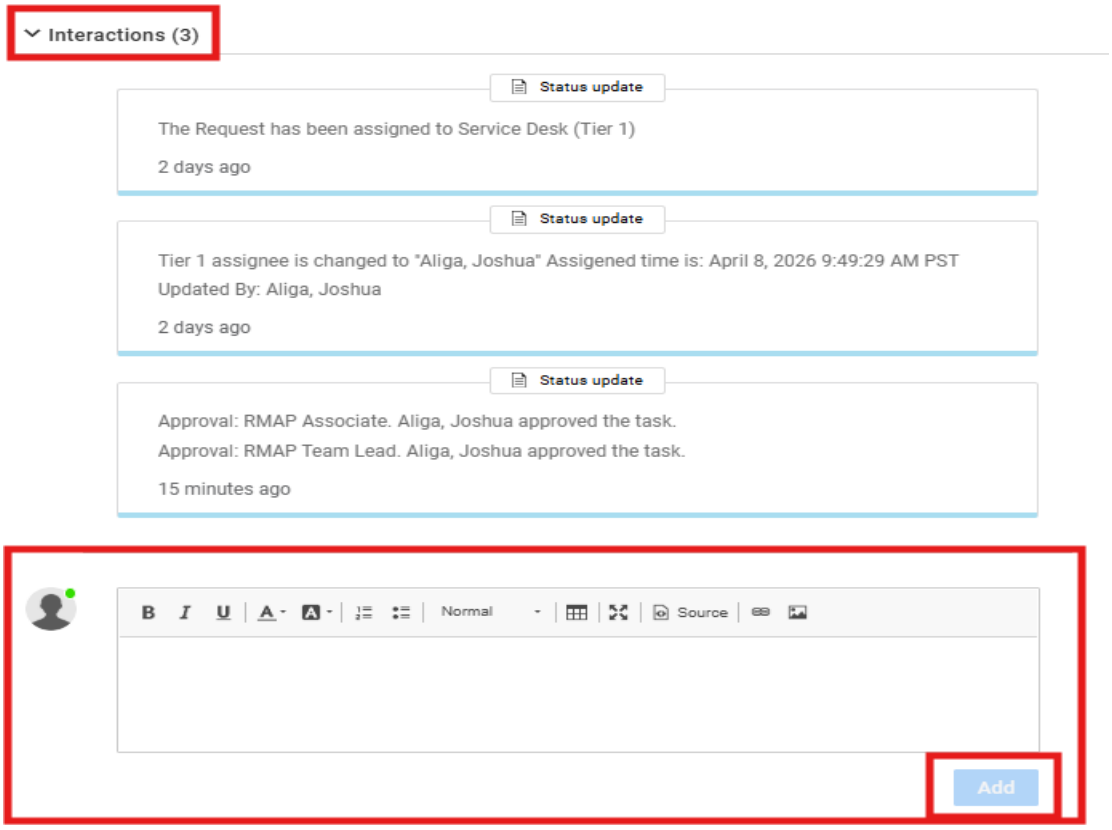
6.1.3. To view updates, click the ticket number you filed.

6.2. Interactions

- To view ticket-related messages, scroll to the **Interactions** section at the bottom of the Request Details page.

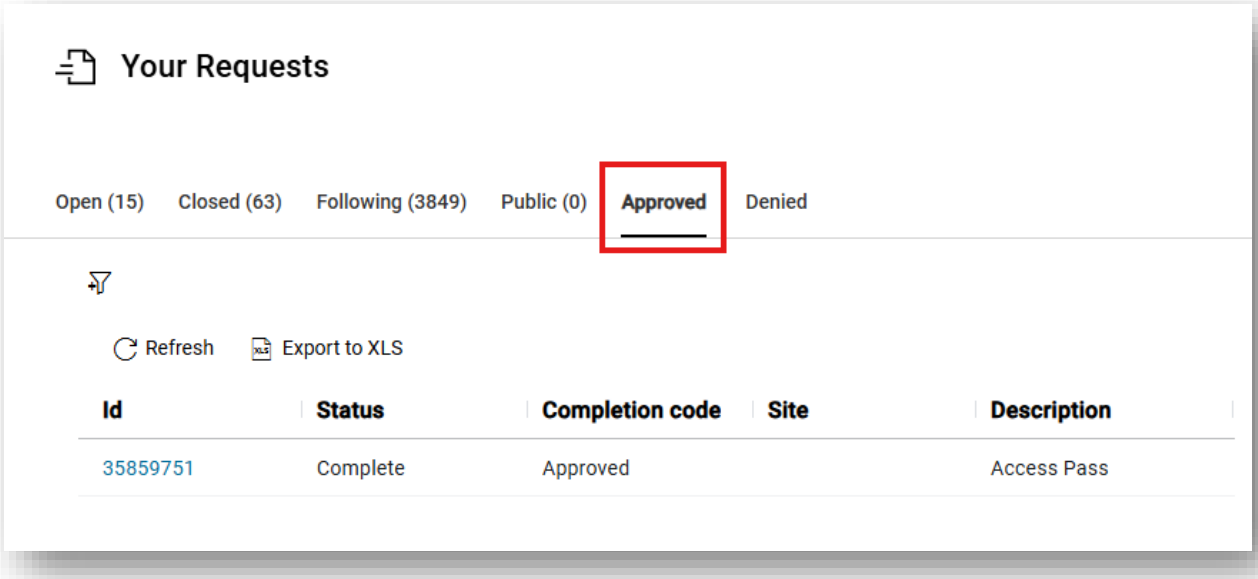
6.2.2. To communicate with the agent handling your ticket, click Add in the **Interactions** section to send a message.

6.2.3. This function may be used to follow up on ticket approval.



6.3. Approved Requests

6.3.1. Under **Your Requests → Approved** tab, you will find all requests that have been approved and closed.



6.3.2. Important Reminders Before Proceeding to the Data Center Site

6.3.2..1. Record your **Request Number** for the approved Access Pass request. This will be required upon entry to the site.

6.3.2..2. Share the **Request Number** with all visitors listed in the request.

6.3.2..3. Ensure that all listed visitors are aware of and compliant with the following reference documents:

- VITRO Access Portal Privacy Notice (https://vitrodc.com/vitro-access-portal-privacy-notice/)
- VITRO Access Portal Terms and Conditions (https://vitrodc.com/vitro-access-portal-terms-and-conditions/)
- Data Center House Rules and Security Orientation (https://vitrodc.com/house-rules/)

7. FAQ's

7.1. Can I still request an Access Pass through VITRO Customer Care?

7.1.1. NO. Requesting an Access Pass via VITRO Customer Care is no longer accepted. All requests must be submitted through the **VITRO Access Portal.**

7.2. Following Up on an Access Pass Request Ticket Pending VITRO Approval.

7.2.1. The Requestor must submit the extension request through the **Interactions**.

7.2.2. Approver will provide the response via the **Interactions**.

7.3. Requesting a Time Extension for an Approved Access Pass Ticket.

7.3.1. The Requestor must submit the extension request through the **Interactions**.

7.3.2. Approver will provide the response via the **Interactions**.

7.4. Adding Additional Visitor(s) to an Approved Access Pass Request

7.4.1. If additional visitors need to be included, the Requestor must create a **new Access Pass request** separate from the approved ticket.

7.5. Notification of System Enhancements or Scheduled Maintenance

7.5.1. VITRO will issue an **advisory** to inform users of system enhancements or scheduled maintenance activities.

7.6. Requesting for Wi-Fi access During a Visit

7.6.1. Send an email request to **VITRO Customer Care** at customercare@vitrodc.com including your **Ticket/ Request Number** as reference.

7.7. What documents or identification are required upon entry?

7.7.1. Visitors must present a valid ID with picture (company ID or government-issued ID) that matches the details provided in the Access Pass request.

7.8. Who should I contact for urgent issues with my request?

7.8.1. For urgent concerns, contact **VITRO Customer Care** at customercare@vitrodc.com or call **VITRO Hotline** at +63(2) 888-VITRO.