

# A Message From Equinix Global Service Desk

## Have you authenticated via the IVR ?

Equinix Service Desk authenticates you based on the phone number you called from and your PIN.

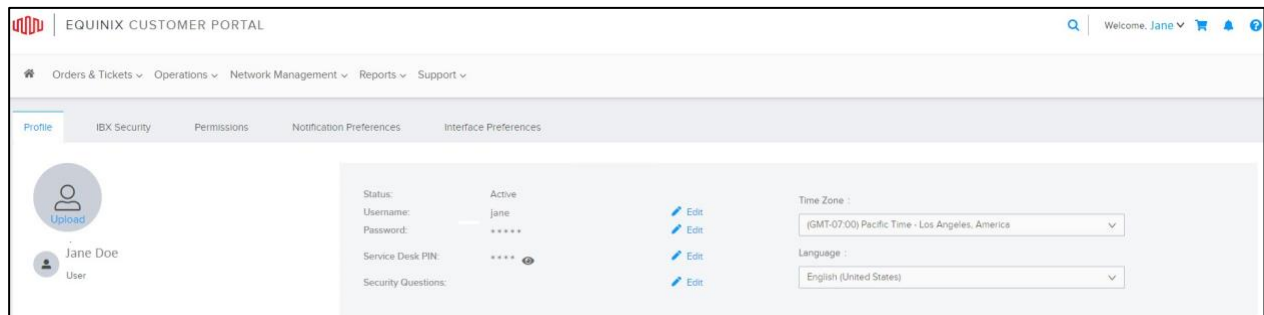
When calling us we recommend that you:

1. Call us from your Primary phone or the Mobile phone of record. These are the phone numbers set up on your Equinix Customer Portal account profile.
2. Keep your 4-digit PIN ready so you can authenticate via the automated IVR menu.

This will help us verify you faster when you speak with an agent and your call will be prioritized to the right support team.

To find the primary phone number and 4-digit service desk PIN, please login to the Equinix Customer Portal at <https://customerportal.equinix.com>.

Once you log into the portal, check the profile tab to find your registered primary phone and the 4-digit service desk PIN. Look under Contact Information and scroll down the page to find your registered Primary phone number and Mobile phone number.



Please reach us by email or phone if you have any questions about this process. Click [here](#) to access a complete list of contact phone numbers and emails.

Thank you for being an Equinix customer.