

GCX Self-serve portal

Update your company contacts

Who can update my company contacts?

If you have a self-serve portal user with full rights to the Contacts section, you can easily update your company contact details.

Getting Started

- Log in to the GCX Self-Serve Portal: <u>https://selfserve.gcxworld.com/</u>
- Navigate to the 'Contacts' section



Updating Contacts Per Entity Name

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- Contacts must be updated for each **entity name** managed by your company
- If you manage multiple entities, updates need to be done separately for each one
- For **Global users**, select the **Global Entity View** to manage contacts across all entities

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	Home / Company Contacts CONTACTS Global ~							
	Item No. 🔶	Company Name	Contact Type 🔺	Name 🔶	Telephone 🗘	Email \$	Country Action	
	1	PTE.	COMMERCIAL				∥ 🗎 🖂	
	2	SARL	FAULT.LEVEL.0	NOC			∥ 🖄 🖂	
	3	LIMITED	FAULT.LEVEL.0	MR.			∥ 🖄 🖂	



What to do?

1. I only need to update my contact details • Go to the 'Company Contact Listing' option in the Contacts section

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Open Tickets	Open Orders	Listing Contact Us	సిసి Users

- Find the contact you need to update
- In the 'Action' column, click the pencil icon to edit the contact

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	1	FAULT.LEVEL.1						
	2	PLANNED.EVENT				USA	2181	

- You can only **update** the contact's **email address** or **mobile number**. You **cannot substitute** a contact
- If a contact is no longer valid, you must delete the invalid contact and create a new one
- You'll receive a confirmation, and changes will reflect within 24 hours

Export Contacts Vou can **export** your contacts to an Excel file for further processing by simply clicking the **EXPORT icon** in the Contacts section.

- Navigate to the 'Company Contact Listing' in the Contacts section
- Identify the contact to delete, and click the bin icon under 'Action'

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- The portal will prompt you to confirm the deletion
- You'll receive a confirmation, and changes will reflect within 24 hours

Do not miss emails or notifications!

2. What if a contact is

no longer valid?

Visit the 'Company Contact Listing' section regularly to ensure your contacts are updated and no important notifications are missed.



3. I need to add more contacts to the list

 Go to the 'Create Company Contact' option in the 'Contacts' section



• Fill in the **mandatory fields**: contact type, country, full name, email, and phone number

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Select Contact Type *	Select Country *
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RESET SUBMIT	
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- Click Submit, and the system will confirm the request
- The new contact will appear in the list within 24 hours

	How many can I add?	∕ contacts ₩	You can add unlimited contacts . Each contact will receive email updates based on the defined contact type. Only registered contacts (Fault type) can submit support requests for service cases.
	What do	es the contact type mean?	 FAULT.LEVEL: Contact for automated updates about service cases. PLANNED.EVENT: Contact for maintenance or planned work notifications. CUSTOMER.ALERT: Contact for important alerts or news from GCX.
Q	Why can't l s immediately	see changes ?	Please allow up to 24 hours for updates to take effect. The system requires background validations before applying the changes.
		Need Help?	For assistance, please contact our GNOC team at gnoc@gcxworld.com and they'll guide you through the process.

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