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**: https://selfserve.gcxworld.com/
- Navigate to the '**Contacts**' section
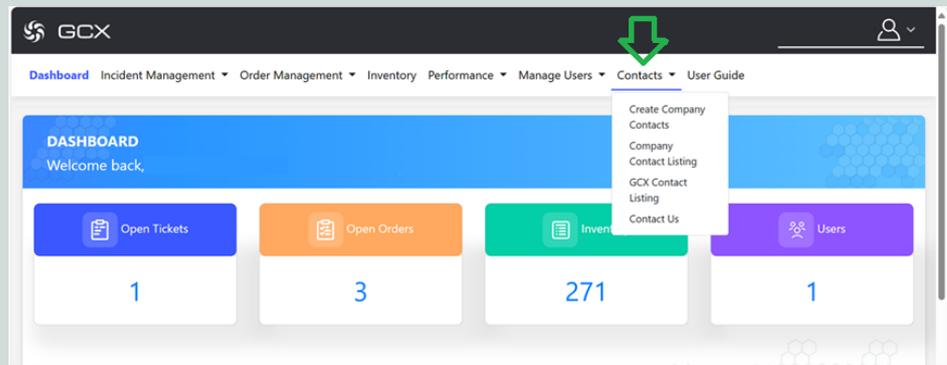
Updating Contacts Per Entity Name

- 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
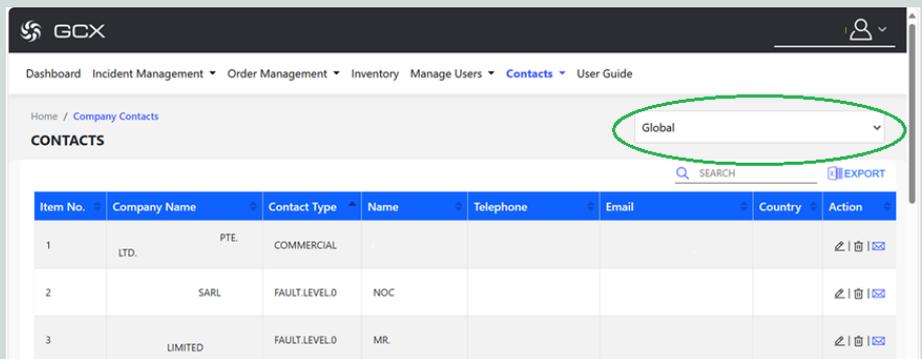
What to do?

1. I only need to update my contact details

- Go to the '**Company Contact Listing'** option in the Contacts section
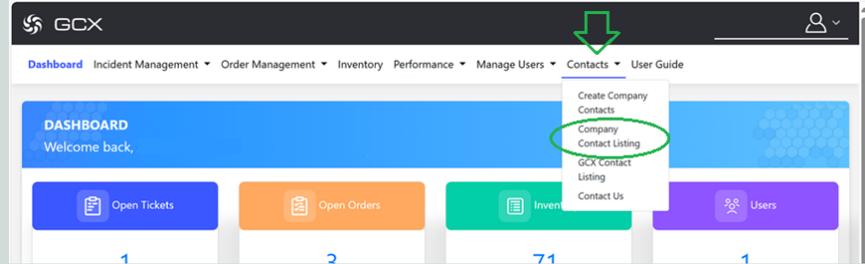
- Find the contact you need to update
- In the '**Action'** column, click the **pencil icon** to edit the contact
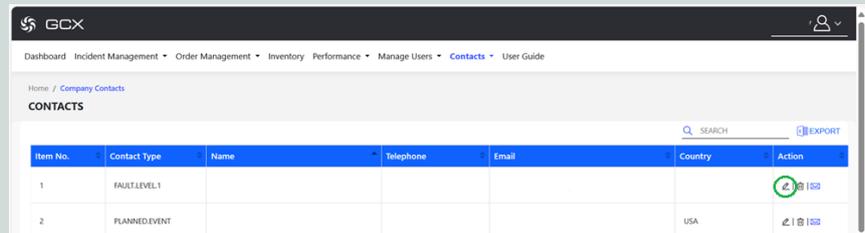
- You can only **update** the contact's **email address** or **mobile number**. You **cannot substitute** a contact
- If a contact is no longer valid, you must delete the invalid contact and **create a new one**
- You'll receive a confirmation, and changes will reflect within 24 hours

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

2. What if a contact is no longer valid?

- Navigate to the '**Company Contact Listing'** in the Contacts section
- Identify the contact to delete, and click the **bin icon** under '**Action'**
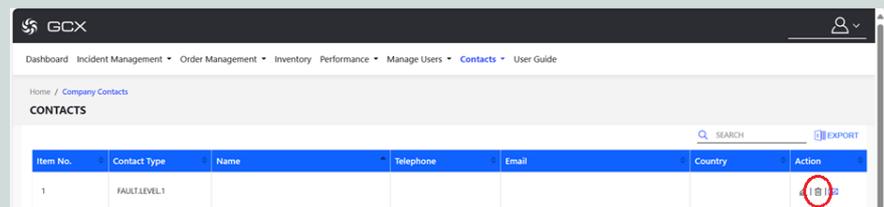
- The portal will prompt you to **confirm the deletion**
- You'll receive a confirmation, and changes will reflect within 24 hours

Do not miss emails or notifications!   **Visit** the '**Company Contact Listing'** section **regularly** to ensure your contacts are updated and no important notifications are missed.

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3. I need to add more contacts to the list

- Go to the '**Create Company Contact**' option in the '**Contacts**' section
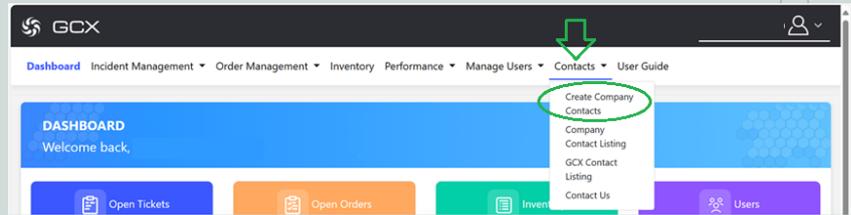
- Fill in the **mandatory fields**: contact type, country, full name, email, and phone number
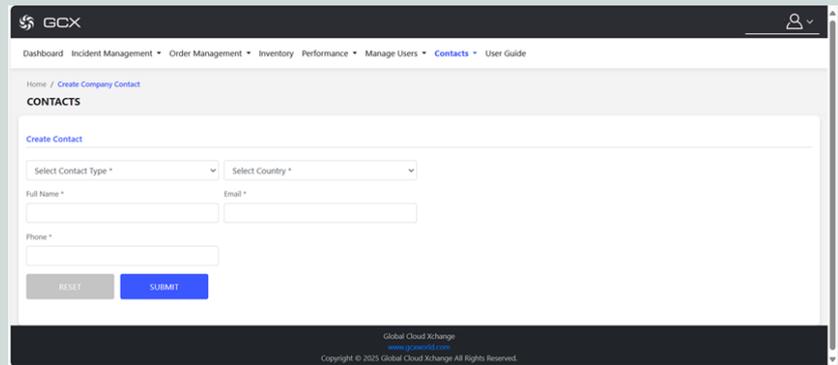
- Click **Submit**, and the system will confirm the request

- The new contact will appear in the list within 24 hours

How many contacts can I add?

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 does 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.

Why can't I see changes immediately?

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.