
Carnegie Mellon COMPUTING SERVICES	
Document Title:	Accessing Datacenter North Shore (DCNS)
Author (email):	JW45@andrew.cmu.edu
Revision Date	5/18/11

Purpose

This document is a guideline for requesting access to our DR site at Allegheny Center Mall through Expedient.

Equipment and/or Software Needed

In order to complete the procedures detailed in this document, the user must have:

- A valid driver's license.
- Previously been registered for access to Expedient by Jeff Wagner or Pete Bronder
- Access to a web browser and the Expedient portal (<https://support.expedient.com>)

Quick Process

1. Create a request in the Expedient portal to visit Expedient
2. Upon arrival at Expedient, present your photo ID to receive a visitor badge and access to our space.
3. When leaving, request a parking ticket to avoid paying for parking when you leave.

Detailed Process

Important: Staff members must have a user entry in the Expedient portal in order to gain access to the site. Jeff Wagner (jw45@andrew.cmu.edu) or Pete Bronder (pb0q@andrew.cmu.edu) should be contacted to establish a new user account at least one business day prior to your visit.

Access to Expedient

I. Create a request in the Expedient Portal

- A. Log into the portal (<https://support.expedient.com>)
- B. Under “Requests,” select “Visits” from the drop-down menu, and then select “Add New.”
- C. Complete the fields as follows:
 1. Choose a location: Pittsburgh- 1 Allegheny Center Mall
 2. Enter an arrival date and time.
 3. Enter an expiration date and time.
 4. From the drop-down menu choices, enter a purpose for the visit:
 5. Work-Scheduled
 6. Work-Emergency
 7. Tour-Audit
 8. Enter any pertinent visit details.

Once all of the above information has been entered, press “Next” to submit. Your request is complete; logout of the portal.

Note: If you want to bring guest(s) to the site, you can open a ticket detailing who will be coming for a particular visit. Everyone needs to show their driver’s license in order to enter the facility.

II. How to get to Expedient

A. The address and phone number for Expedient is:

Expedient Communications

100 South Commons Drive

Pittsburgh, PA 15212

The phone number is 1-888-227-9400

Map overhead view of Allegheny Center Mall:



- ### B. Parking is provided during daylight hours (5 a.m. to 8 p.m., Monday through Friday) by using Parking Gate #4. From downtown, this gate can be found by driving over the Sixth Street Bridge (Clemente Bridge) and continuing onto Federal Street. At the end of Federal Street stay in the far left lane as you drive onto South Commons Drive. Enter Gate #4 in the far left lane; you will need to take a ticket in order to get past the gate arm in the lane. See photos below:

Gate#4: Street View



Gate #4 Parking Arm:



Note: *For off-hours access or access when not using the parking garage, please see Appendix A, as the arrangements are different.*

- C. Once inside the parking garage, you are free to park anywhere. This is considered to be the Middle Level parking area, which is level 2. To get to the Expedient entrance you should take the "Expedient Elevator". This elevator is on the left side of the garage as you enter the gate, and is across from a pillar marked K9. See photos below:

Elevator which takes you to Expedient's front door:



Expedient Elevator Sign (Close Up):



K9 pillar across from Expedient Elevator:

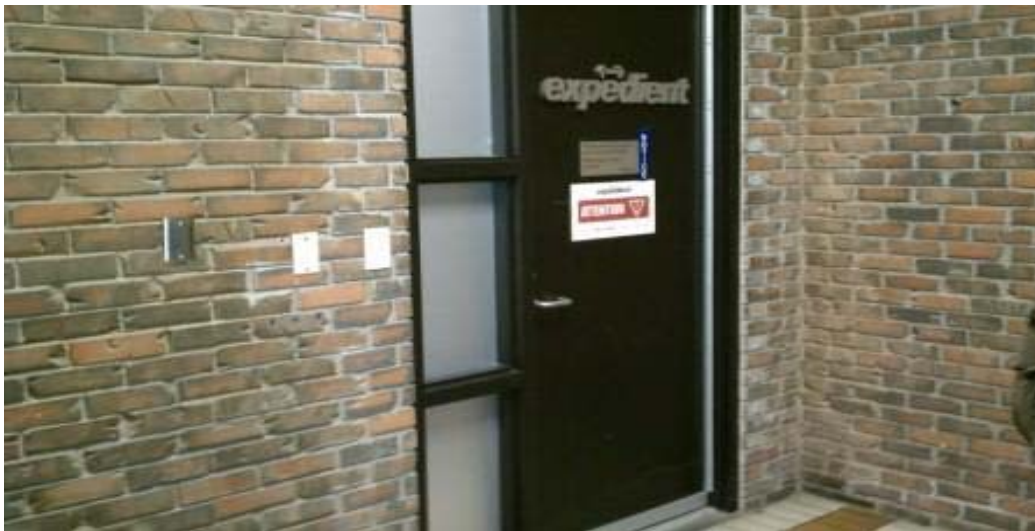


- D. Once inside the Expedient Elevator, press the button labeled “Upper Level Parking”. This will take you to the Expedient lobby.
- E. Once in the lobby, there is a metal door (Door #1) with a window and a call button to the right. Press the call button and identify yourself when one of the staff members responds. Once you hear a buzzing noise, you should be able to open the door and proceed to the next door. Door #2 does not have a buzzer; you should just wait until someone arrives to escort you in. You may have to wait several minutes depending on what other activities are going on at that time.

View of Door #1:



View of Door #2:



F. Visitor Check-in & Check -out Process:

Visitors will be required to register with the Visitor Access Management (VAM) system by scanning a valid driver's license at the Visitor Kiosk, located in the reception area upon arrival.

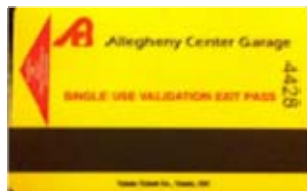
Visitors will enter their Company Name, E-mail Address and telephone number upon their first Visit and this information will be saved to expedite access during future visits.

Visitors will print and be required to wear an identification badge created upon arrival for each Visit.

Visitors will “Check Out” at the kiosk with a barcode scan of their identification badge upon departure.

Note: there are 2 wireless networks available in our space: there is the CMU-SECURE network available, as well as the Expedient unsecured network. If you are bringing your own laptop to use, there is convenience power available on the pillar to the far right as you enter our space.

- G. When you are ready to leave, close our cage and check to make sure the cage is locked. Proceed to the NOC to sign out, and request a parking pass to avoid paying for parking. You will be given a yellow parking pass (see below) which will take the place of the paper ticket you received when you entered the garage. The paper ticket you first received can be disposed of after your visit.



- H. To exit the parking garage from Gate #4 you should follow the exit signs which will take you to the opposite side of the building. You should stay in the far left lane (you will see a ticket booth on the left). You need to put your ticket into the gate arm mechanism to leave the garage. You will be exiting the garage onto South Commons, but will be about a half block from where you entered. Federal Street and Downtown will be on your right.
- I. Once your visit is complete, you should log into the portal and close out your request. You can do this by reopening the request, and selecting “Mark as resolved” in the heading of the request. You will receive a confirmation email from Expedient that officially closes the request.

Appendix A:

Off Hour Parking Arrangements

- A. Parking is provided off ours (8 p.m. to 5 a.m.) by using Parking Gate #5. From downtown, this gate can be found by driving over the Sixth Street Bridge (Clemente Bridge) and continuing onto Federal Street. At the end of Federal Street stay in the far left lane as you drive onto South Commons Drive. Go past Gate #4 in the far left lane; continue around the corner to the next garage entrance which is Gate #5, and enter the driveway to the garage. You will not be able to enter the garage without calling the NOC because the garage door/grill showed is in the lowered position. You can call the NOC by dialing 1-888-227-9400 and selecting option #5, and they can

raise the garage door remotely for you after you have identified yourself and the reason for your visit. Once inside the garage door, you will need to take a ticket at the ticket machine in order to get past the gate arm in the lane. See photos below:

Gate # 5 sign for requesting remote garage door/ grill opening:



View of entrance of Gate #5 once you pass through the main opening:



B. Once inside this parking garage area, you are free to park anywhere. This is considered to be the Upper Level parking area, which is level 1. To get to the Expedient entrance you should follow the car lane which is located beyond (and to the far left) of the Escalator. See photos below:

View of Escalator in Gate #5 parking area:



Continue to walk to the left of the Escalator and then follow this sidewalk to the open staircase at the other end:



When you reach the open staircase, make a right into the stairway/courtyard area to the glass doors at the far end. This is the Expedient entrance:



Close up view of glass doors and Expedient entrance:



All of the glass doors will be locked. You will need to press the buzzer on the far right, next to the rightmost glass door, to gain entry. You should again identify yourself, and then wait for an Expedient staff member to allow you in.

When you go to leave via this exit, sensors above the glass doors should allow them to open. If this does not happen automatically, there is a small green button on the brick wall which will be to your left. The button is labeled "Push to Open". This button can be pushed in order to automatically release the door to exit.

The process from this point is the same as listed in Section II E of this document.

Revision Log

Origination Date:	3/11/11	Author:	Jeff Wagner
Next Scheduled Review:	9/11/11		

Revision Date	Reason for Change	Author
4/18/11	Kiosk system is now in place in lobby area	Jeff Wagner