

GBG Status page

Subscription step-by-step guide



Introduction

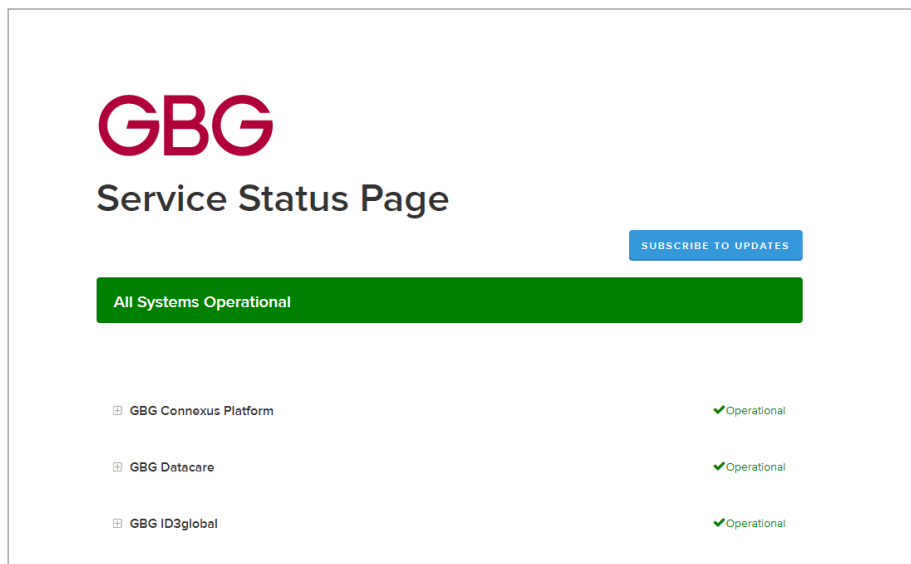
As part of GBG's commitment to service improvement, GBG has implemented a status page that allows you to check in real time whether our hosting services are functioning normally: [gbgstatus.com](https://www.gbgstatus.com)

Email notifications will be generated automatically from this system which will greatly speed up our communication to you.

What do you need to do?

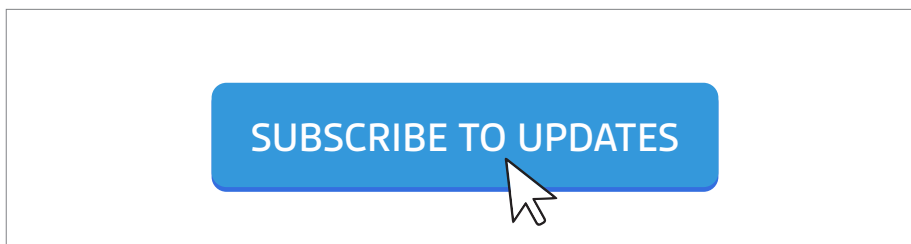
Step 1

Go to <https://www.gbgstatus.com>



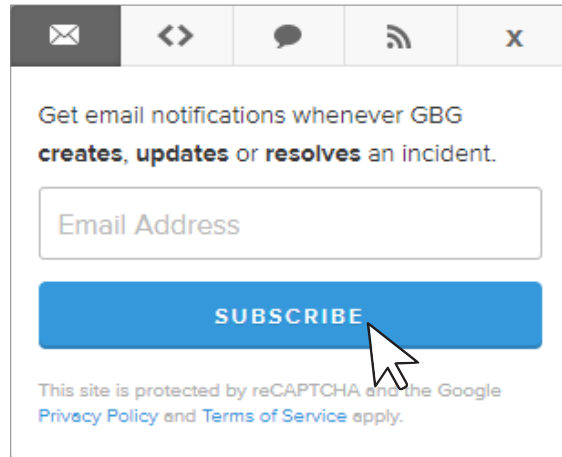
Step 2

Click the **SUBSCRIBE TO UPDATES** button.



Step 3

Enter your email address and click subscribe.



Get email notifications whenever GBG **creates, updates or resolves** an incident.

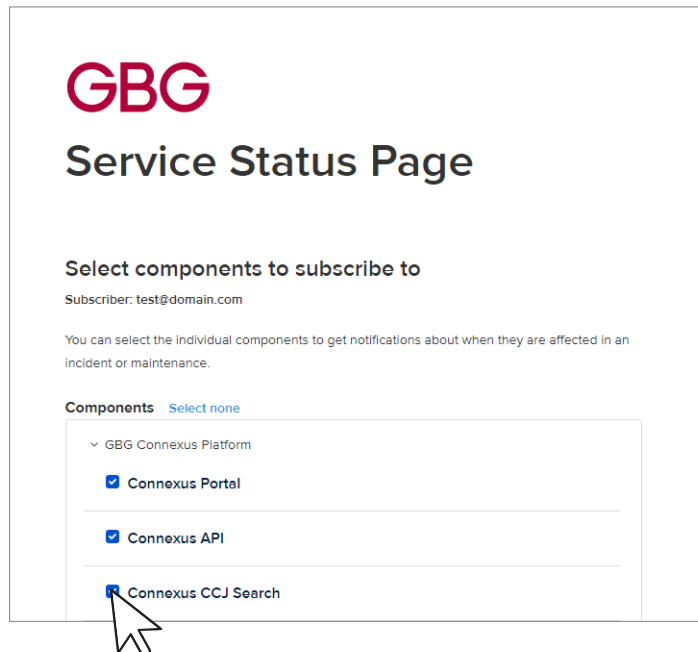
Email Address

SUBSCRIBE

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Step 4

Select the components that you would like to subscribe to, otherwise all components will be checked automatically as the default setting.



GBG
Service Status Page

Select components to subscribe to
Subscriber: test@domain.com

You can select the Individual components to get notifications about when they are affected in an incident or maintenance.

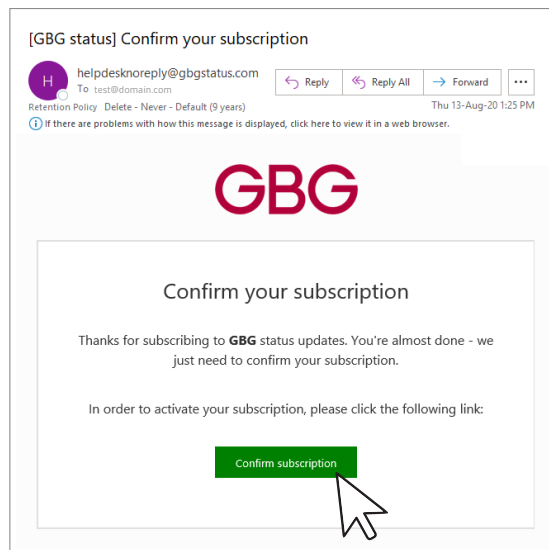
Components [Select none](#)

- GBG Connexus Platform
 - Connexus Portal
 - Connexus API
 - Connexus CCJ Search



Step 5

You will receive an email from helpdesknoreply@gbgstatus.com to confirm the subscription. Please check your junk mailbox folder in case you didn't receive it.



Step 6

Your subscription is completed! All email notification for incidents and maintenances will be sent to you from helpdesknoreply@gbgstatus.com in the future.

Please reach us at the below channels if you have any questions.

Email: customer.support@gbgplc.com

Support Hotlines:

- | | | | |
|-------------|-----------------|-----------------|------------------|
| • Australia | 1800 312 860 | • Philippines | 1800 8909 4041 |
| • China | 400 120 2806 | • Singapore | 800 120 4893 |
| • Indonesia | 0018 0301 13728 | • Thailand | 001800 442 922 |
| • Malaysia | 1800 803 811 | • Rest of world | +61 1800 312 860 |

Thank you.





For more information

gbgplc.com/apac

contact@gbgplc.com

GBG locations:

APAC

Beijing, Canberra, Jakarta, Kuala Lumpur, Melbourne, Shanghai, Shenzhen, Singapore, Sydney

EMEA

Barcelona, Chester (UK HQ), Dubai, Edinburgh, Germany, Liverpool, London, Nottingham, Turkey, Worcester

USA

Atlanta, New York, San Francisco

