

Create a Net New Colocation Device



You can use this document to add a new colocation device with Armor.

Add a New Colocation Device

1. In the Armor Management Portal (AMP), open a support ticket and request to receive the **New Colocation Request** form.
 - In order to receive the correct form, in the ticket, indicate your data center.
 - To learn how to send a support ticket, see [Armor Support](#).
2. Attach the completed form to the ticket.
3. Armor will respond with relevant details. In your response, add the following information:
 - Approval for quote charges
 - LOA for new circuit
 - You must list **Armor Defense** as the data center contact.
 - Tracking numbers for all equipment
 - Return shipping information (in case a box needs to be returned to customers). Armor does not store shipping equipment.
4. Armor will update the ticket once all the equipment has been installed.
5. Armor will schedule a call to test and troubleshoot the connectivity.
6. Armor will schedule another call to ensure the work is complete.



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