

Service Desk

Service Desk Call Options

(Updated – 03/23/23)

888 667 9111

#1 - Sodexo Service Desk (to option tree #2)

#2 - Integra or Birchstreet

#3 - Facility Resource Center (FRC), Site Management System (SMS), Maximo, TRAKKAR, InSite)

#4 - Infor Point of Sale (HALO/Vivonet POS)

Option Tree #2 (Service Desk)

#1 - Password Reset Team

1. Password Resets
 - a. Sodexo_Net, eMail and Single Sign-on applications
 - b. For all other applications
2. OKTA Assistance
3. Application Access Inquiries

#2 - Financial Apps Team

1. Web UFS
2. BRIO, BI Query, E=nterprise Analysis
3. Dashboards (including E=vision, OMD, and SMART)
4. DRIVE / Printables
5. SAP, Essbase, SmartView, SoForce CRM
6. Food Management

#3 - Labor Apps Team

1. Kronos
2. Everyday App Support

#4 - Sodexo Connect Team

1. Wireless Help Desk assistance with iPhone, Android, Cell Phones, Hot Spots and Wireless Routers
2. Skype conferencing
3. GB Telecom Services (desktop Avaya phone, voicemail, video rooms)
4. Billing
5. Broadband Services (Cable, Fiber, T1, DSL VoIP)

#5 - Regional Office Support

1. Gaithersburg Office
2. Buffalo Office
9. Password Assistance

#6 - For Other Technical Issues

1. Sodexo_Net
2. Email or Office 365
3. Printers
4. Loss or Stolen Equipment
5. For All Other Technical Assistance
9. Password Assistance