

# Who to contact for all the things!

This is information for how to access certain services or software

## 6sense (ABM Platform)

[mderossi@revverdocs.com](mailto:mderossi@revverdocs.com) is the admin for this.

## Adobe

If you need access to an Adobe product you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## Apollo

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

## AppInsights

If you need access to AppInsights, please submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## Avalara

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

## Azure AD / Microsoft

We use Azure AD for our main directory. Every employee should have an account in Azure AD. These Microsoft credentials can be used to login to many services here at eFileCabinet.

If you need a password reset or anything changed with your account, please email [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com) or submit a ticket at [ithelp.efilecabinet.com](https://ithelp.efilecabinet.com)

### **Azure DevOps**

If you access to Azure DevOps, please email [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com) or submit a ticket at [ithelp.efilecabinet.com](https://ithelp.efilecabinet.com)

Your ticket will be routed to our CloudOps team. In your ticket please specify what you need access to any why.

### **Billing / Credit Cards**

For company credit cards and sending in expense reimbursement requests please email [expenses@efilecabinet.com](mailto:expenses@efilecabinet.com)

Invoices or bills can go to [accountspayable@efilecabinet.com](mailto:accountspayable@efilecabinet.com)

### **BookStack (internal.efilecabinet.com)**

If you need to make changes to or need help with this site (BookStack) you can submit a ticket by going to [ithelp.efilecabinet.com](https://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

### **ChatBot**

To make changes to ChatBot you will need to become an admin. To become an admin please submit a ticket to [ithelp.efilecabinet.com](https://ithelp.efilecabinet.com) and request admin access for ChatBot.

[chatbotintegration@efilecabinet.com](mailto:chatbotintegration@efilecabinet.com) is the ChatBot owner and is managed by IT

### **Chili Piper**

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

## Computer software or hardware

IT sets up the computer with basic software and controls the software available in "Company Portal."

For help with your computer or software you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## DocuSign

If you have a question about DocuSign, please go to the Slack channel [#salesforce\\_support](#). When you create a ticket select the "DS" option.

## Facebook

Please contact someone on the marketing team if you have questions about Facebook.

## Gong

Send a message in the [#salesforce\\_support](#) Slack channel to let the team know you need access to Gong.

## Google Analytics

97th Floor currently helps us manage this. You can reach out to [mderossi@revverdocs.com](mailto:mderossi@revverdocs.com) if you have questions related to Google Analytics.

## Google / Gmail

If you need to make changes to or need help with Google or Gmail you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## Lastpass

If you need to make changes to or need help with Lastpass you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## LinkedIn

Please contact someone on the marketing team if you have questions about LinkedIn.

## Marketo

Please contact Whitney.

For help with the Marketo integration please send a message in the [#salesforce\\_support](#) Slack channel.

## Office 365 Desktop

Everyone here at eFileCabinet has access to Office 365 online. To access it, please sign on to <https://www.office.com/>

Once you are logged into office.com you can create new Word, Excel, or PowerPoint documents. Here are [detailed instructions](#) for doing this.

Once you have created your document, you can store it in Rubex and edit it using the [Microsoft Office Addin](#) for Rubex.

## Requesting Microsoft Office Desktop Apps

If your position requires you to have Office Desktop Apps, you can request a license from IT by following this procedure:

- Submit a ticket at <https://ithelp.efilecabinet.com>
  - In your ticket, please set the subject as “Request for Microsoft Office Desktop Apps”
  - In the body of the ticket please explain the task that you need to perform in the desktop app that cannot be performed in the online version.
- Once we get manager approval, we will submit the request for approval.
- If your request is approved, we will activate your license and you can download the software by logging into [office.com](https://office.com) with your existing account.

## Outreach

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

### **OwnBackup**

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

### **Phone System / Jive**

If you need to make changes to or need help with the phone system you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

### **Rubex**

If you need to make changes to or need help with your personal Rubex account you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

If you need to make changes to or need help with corporate Rubex account, please contact People & Places by emailing [humanresources@efilecabinet.com](mailto:humanresources@efilecabinet.com)

### **Salesforce**

Please note that Salesforce is logged in using your Azure AD (Microsoft) credentials. If you need help with that password you can contact IT to give you a temp password by submitting a ticket at [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com).

For other issues with Salesforce including CPQ and billing, send a message to the [#salesforce\\_support](#) Slack channel to receive support.

### **Security**

If you have a question in regards to security please email [security@efilecabinet.com](mailto:security@efilecabinet.com). If you are reporting a phishing email or smishing text, please include a screenshot.

### **Slack**

IT admins Slack. If you need to make changes with Slack or need help with Slack you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

If you would like to install a Slack app, please submit a ticket and state the reason for needing the Slack app.

### **Smartsheet**

If you need access or information for Smartsheet, please contact Kelsee Beck ([kbeck@revverdocs.com](mailto:kbeck@revverdocs.com)).

### **TalentLMS (training.efilecabinet.com)**

Our internal training is done using TalentLMS.

If you need to make changes to or need help with TalentLMS you can submit a ticket by going to [ithelp.efilecabinet.com](http://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

### **Totango**

Please contact Mike Edlefsen.

For help with the Marketo integration please send a message in the [#salesforce\\_support](#) Slack channel.

### **Visual Studio**

If you need access to Visual Studio or need to edit your account in some way, please send an email to [ithelp@revverdocs.com](mailto:ithelp@revverdocs.com)

(Note for IT: Management is found at <https://manage.visualstudio.com/>)

### **Wordpress**

[mgarn@revverdocs.com](mailto:mgarn@revverdocs.com) and [brice@revverdocs.com](mailto:brice@revverdocs.com) are the admins for Wordpress.

## Zoom

If you need to make changes to or need help with the Zoom you can submit a ticket by going to [ithelp.efilecabinet.com](https://ithelp.efilecabinet.com) or emailing [ithelp@efilecabinet.com](mailto:ithelp@efilecabinet.com)

## ZoomInfo

Please send a message in the [#salesforce\\_support](#) Slack channel for access or help with this.

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Revision #31

Created 13 June 2022 22:31:58 by McKay Christensen

Updated 25 April 2024 16:30:27 by Ryan Brinton