Who to contact for all the things!

This is information for how to access certain services or software

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 or emailing 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 or submit a ticket at ithelp.efilecabinet.com

Azure DevOps

If you need access to Azure DevOps ([https://dev.azure.com/eFileCabinet)](https://dev.azure.com/eFileCabinet), please email ithelp@efilecabinet.com or submit a ticket at 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
Invoices or bills can go to 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 or emailing ithelp@efilecabinet.com

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 or emailing ithelp@efilecabinet.com

Gong

Send a message in the #salesforce_support Slack channel to let the team know you need
access to Gong.

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 or emailing 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 or emailing ithelp@efilecabinet.com

Marketo

Please contact Mirella.

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 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](#) or emailing 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](#) or emailing [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

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](#) or emailing [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. 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 or emailing ithelp@efilecabinet.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 or emailing ithelp@efilecabinet.com

Totango

Please contact Mike Edlefsen.

For help with the Marketo integration please send a message in the #salesforce_support Slack channel.

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 or emailing ithelp@efilecabinet.com

ZoomInfo

Please send a message in the #salesforce_support Slack channel for access or help with this.

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