

FRANCHISE RESTAURANT IT SUPPORT



System	Support Contact Info	Notes / Instructions
NCR Aloha POS	1-800-328-4303 support@alohaenterprise.com	<ul style="list-style-type: none"> • POS terminals • Receipt Printers • KPS (Kitchen Production System) • Kiwi's and Bump Bars • Cash Drawer Issues • Finger swipes and clocking in/out issues
NBO Support	1-800-328-4303 FranchiseHelpdesk@krystal.com	<ul style="list-style-type: none"> • All support/issues related to NBO
<ul style="list-style-type: none"> • Online Ordering (OLO) Help • POS Menu Pricing Updates 	Internal Use Only krystal-support@5and5.com Do Not Share with Customers	<ul style="list-style-type: none"> • Business hours (M-F) • POS Menu Pricing Changes • Online Ordering (OLO) Issues • Support: M-F, standard business hours; LIMITED on weekends and after hours
<ul style="list-style-type: none"> • NCR Pulse App • Mgr. Computer 	FranchiseHelpdesk@krystal.com	<ul style="list-style-type: none"> • Pulse User setup and Password reset • Manager PC (Monitor, Printer etc.)
Internet / Netsurion (Acumera) Firewall	1-800-559-8157	<ul style="list-style-type: none"> • Internet, network & firewall issues
DTW Headsets	1-877-992-7772	<ul style="list-style-type: none"> • All support/issues related to headsets goes to CSI. Charges may apply • Live Support M-F: 8 a.m. to 5 p.m. EST • After hours: 'On call' for emergencies CSI will respond as soon as possible
Xenial Digital Menu Boards (DMB)	Call: 1-800-547-4266 Text: 1-844-957-4434 Email: sos@xenial.com	<ul style="list-style-type: none"> • Digital menu board Support • Menu Changes • Hardware Issues
Techknow SOS Timers	1-800-427-1166 – press option 1 support@gotechknow.com	<ul style="list-style-type: none"> • SOS reporting is not an emergency. • It may be a few hours or even the next day before they respond.
DTT/DTIQ Issues	1-800-933-8388	<ul style="list-style-type: none"> • All support/ issues related to DTT/DTIQ

- For **escalations** or issues with any IT vendor, please email: FranchiseHelpdesk@krystal.com and your respective Franchise business partner
- Please INCLUDE ANY VENDOR **Ticket Number** in your email.
- If any tech is dispatched, charges may apply
- For any HR related support or questions please refer to the People Services

Contact List in **Schoox**

LAST UPDATED: 10/22

VAL **U**E THE TRUTH
 EN **J**OY OUR WORK
 MAKE **I**NFORMED DECISIONS
 BE ACCOUN **T**ABLE TO OUR GUESTS
 GROW AND **E**VOOLVE
 FIND **A** WAY