

CORPORATE 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 & Bump Bars (Excluding monitors) • Cash Drawer Issues • Aloha related issues, finger swipes, clock in/out.
NBO Support	1-800-328-4303 Helpdesk@krystal.com	<ul style="list-style-type: none"> • All support/issues related to NBO
Credit Card Machines (Freedom Pay)	1-888-495-2446	<ul style="list-style-type: none"> • Step 1: Contact the number to troubleshoot • Step 2: Contact helpdesk@krystal.com if a replacement is needed
<ul style="list-style-type: none"> • NCR Pulse App • Mgr. Computer 	Helpdesk@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
<ul style="list-style-type: none"> • Online Ordering (OLO) Help • POS Menu Pricing Issues 	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 Issues • Online Ordering (OLO) Issues  <p>Support: M-F, standard business hours; LIMITED on weekends and after hours</p>
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
Xenial SOS Timers	Call: 1-800-547-4266 Text: 1-844-957-4434 Email: sos@xenial.com	<ul style="list-style-type: none"> • Drive Thru Timer System
Headsets	1-877-992-7772 <ul style="list-style-type: none"> • Live Support M-F (8a – 5p EST) • After hours: on call for emergencies only • CSI will respond as soon as possible. 	<ul style="list-style-type: none"> • All support/issues related to headsets goes to CSI. Charges may apply

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All Monitors (Kitchen, SOS, DTW Spot Camera)	District Manager RVP	<ul style="list-style-type: none"> Contact your District Manager for Approval and replacement
DTT/DTIQ Issues	1-800-933-8388	All support/ issues related to DTT/DTIQ
Krystal Email Passwords	Helpdesk@krystal.com	Store email password reset requests can only be made by DMs and RVPs

ADP Registration / Password Reset	DLPeopleServices@krystal.com For other HR related support or questions please refer to the <u>People Services Contact List</u> in Schoox
TalentReef Onboarding Issues	
*W2, Pay Card, Pay, Tax Issues	DLPayroll@Krystal.com

- For all **escalations** or issues with the above vendors, please email: Helpdesk@krystal.com Please INCLUDE THE VENDOR **Ticket Number** in your email.

LAST UPDATED: 7/22

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