



Support in BioClinicum

Who do I contact?

08-123 810 00

Service centre/FM

<http://navet.karolinska.se>

Conference service, Evoko booking screens
Patient transport
Furniture
E-service card (eTjänstekort)
Fridge/freezers/combined fridge-freezers
Cold cabinets
Lab interiors
Office interiors
Pneumatic tube post (access)

*Report errors via Navet on an SF IT computer
(available in media-, cryo-, freezer rooms)*

Security

08-123 888 88

Any security issues in the hospital building:
Unknown/unauthorized person in premises

FoU Facilities

foulokaler.karolinska@regionstockholm.se

Request of changes to facilities
Termination of lease and new lease
Questions concerning rent and rental agreements

SF IT 08-123 777 77

<https://tellus.sll.se/sp>

SF IT network
Network sockets
SF IT computers
SF IT printers
Telephony
Clockwork
EK
Conference equipment (AVK)
Email notification for received letters and packages (SLL email)
GAIA password*
Patient signals
* If connected to SF IT (if not, see KUL IT)

MT 08-123 880 00

mt.karolinska@regionstockholm.se

Pure water equipment (Elga)
Autoclaves
Dry sterilisator
Drying cabinets
Dish disinfectors/flusher disinfectors
Liquid nitrogen fill station
Liquid nitrogen freezers
-80°C freezers
Heat cabinets
Ice machines
Incubators
Gas connections (accessible)
Fire classified cabinets
Ventilated hoods/cabinets/benches
Biological safety cabinets
Openlogger (Freezer alarm) Contact:
support@openlogger.se

Note: For KI owned equipment, contact the vendor directly

BC Management

bioclinicum.karolinska@regionstockholm.se

Service for:

- Temporary access cards BioClinicum (max 6 months)
- Configuration of card readers
- Information - digital screens in lunchrooms
- Newsletter
- Exhibition requests at BioClinicum, floor 4

KI ITA 08-524 822 22

it-support@ki.se

KI computers
KI printers
KI email
KI network
BYOD portal
Email notification for received letters and packages (KI email)

Coor 08-123 780 90

helpdesk.karolinska@coor.com
<https://simplyby.coor.com/sv>

Property management
Elevators
Central gas system
HVAC (water, ventilation and sanitation)
Electricity supply
General lightning
Pneumatic tube post (system)
Pure water system (deionized water)
Surveillance/security
Cleaning
Coffee machines
Mail, packages and goods to logistic boxes
Bulky goods to BIM points
JIT supply cabinets
Waste handling
Textile handling
Unlocking of office cabinets
Bookings - Conference center, floor 3

FixIT

fixit@ki.se

IT-support for:
CNS, KBH, MMK & OnkPat

BC Janitor

072-254 23 44

vaktmastare.bioclinicum.karolinska@regionstockholm.se

Transports and mail deliveries from logistic boxes
Defrosting outer/inner doors -80°C freezers
Cleaning of filters in -80°C freezers

CMM IT 08-712 72 22

helpdesk@cmm.se

OnSite support
CMM-computers
CMM-core facilities
CMM-services (storage, VMs, Rackspace, compute, etc.)

KUL IT 08-123 812 50

KUL IT computers
GAIA password*
* If connected to KUL IT (if not, see SF IT)

Freezer storage

FreezerPro:
freezerpro.karolinska@regionstockholm.se
Biobanking:
biobankstockholm@regionstockholm.se
Lable printer: tsnordic@bradycorp.com

More information for staff in BioClinicum: www.karolinska.se/bioclinicum/personal