



# 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

Fire classified cabinets

Ventilated hoods/cabinets/benches

Biological safety 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

### MT

08-123 880 00

[mt.karolinska@regionstockholm.se](mailto:mt.karolinska@regionstockholm.se)

Pure water equipment (Elga)

Autoclaves

Dry sterilisator

Drying cabinets

Dish disinfectors/flusher disinfectors

Liquid nitrogen fill station

Liquid nitrogen freezers

Open Logger (freezer alarm)

-80°C freezers

Heat cabinets

Ice machines

Incubators

Gas connections (accessible)

*Note: For KI owned equipment, contact  
the vendor directly*

### 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)*

### FoU Facilities

[foulokaler.karolinska@regionstockholm.se](mailto:foulokaler.karolinska@regionstockholm.se)

Request of changes to facilities

Termination of lease and new lease

Questions concerning rent and rental  
agreements

### BC Management

[bioclinicum.karolinska@regionstockholm.se](mailto: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

### BC Janitor

072-254 23 44

[vaktmastare.bioclinicum.karolinska@regionstockholm.se](mailto: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

### Coor

08-123 780 90

[helpdesk.karolinska@coor.com](mailto:helpdesk.karolinska@coor.com)

<https://serviceportal.coor.se/karolinska>

Property management

Elevators

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

### Freezer storage

FreezerPro: [freezerpro.lsf@regionstockholm.se](mailto:freezerpro.lsf@regionstockholm.se)

Biobanking: [biobankstockholm.lsf@regionstockholm.se](mailto:biobankstockholm.lsf@regionstockholm.se)

regionstockholm.se

Lable printer:

[patrik\\_hammarstrom@bradycorp.com](mailto:patrik_hammarstrom@bradycorp.com)

### KI ITA

08-524 822 22

[it-support@ki.se](mailto:it-support@ki.se)

KI computers

KI printers

KI email

KI network

BYOD portal

Email notification for received letters and  
packages (KI email)

### FixIT

[fixit@ki.se](mailto:fixit@ki.se)

IT-support for:

CNS, KBH, MMK & OnkPat

### CMM IT

08-712 72 22

[helpdesk@cmm.se](mailto: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)*