SIDEMARK CONTACT INFORMATION

There are 4 ways to contact Sidemark for your furniture needs.

**Help Desk (408) 490-3388** – Sidemark has a dedicated phone line just for the County of Santa Clara customers. One member of the help desk team will answer all phone calls, return all voicemail messages, respond to email and / or confirm fax request sent by a County of Santa Clara authorized individual within 2 working hours. The help desk will fill out a work order for either product and / or labor and forward to the assigned Project Manager or Client Services Representative. If a site visit is required, the help desk will assist in scheduling an appointment for site visit with a Service Representative. The appointment shall be scheduled with in 48 hours of initial contact with Help Desk.

**Go to [www.sidemark.com](http://www.sidemark.com)** – We have created your own client portal just for you. This is the preferred way for the County to contact us. Once you get to our home page click the “Client Login” on the left menu bar. If you are a first time users, select the “Click here to register” at the bottom right hand corner. You will be asked to fill in your information along with a “Group Access Code”. This code is **95054**. This is a critical step because this code will connect you to the County of Santa Clara portal web site. If you skip this step, than you will not see all the pertinent information offered to the County. After entering into your portal, click on the “Request for Service” tab on left. Most of the request will fall into several different categories. These categories are:

- General Information about furniture
- Ergonomic Request
- Labor Only Service Call
- Reconfiguration (10 stations or less)
- Reconfiguration (10 stations or more)
- New order of Standard Furniture
- New order of Non-Standard Furniture

Communicating these categories will help us assign the appropriate Project Manager to your request.

**Email a request cosc@sidemark.com** – this is another way to contact the Sidemark help desk.

**Fax (408) 490-3377** – Sidemark has a dedicated fax line for the County of Santa Clara. This is a great way to send over additional information, like sketches or drawings, which may not be communicated over the phone or on the web page. Any information that we can receive up front will give us a better understanding for the initial meeting.

Sidemark requires a “Contract Release” before the final order will be placed.