



# ODIN

Outsourcing  
Desktop  
Initiative for  
NASA

**GODDARD SPACE FLIGHT CENTER**

## What steps should I take when I have a **PROBLEM** with my ODIN Service?

**1** **Call the ODIN Help Desk at 1-877-447-4968 or 301-286-3100**  
Contact the ODIN Help Desk to report the problem and make sure you write down the ticket number that the service representative assigns.

**2** **Call the ODIN Hotline at 301-614-6346**  
If you're not satisfied with the service provided or you are checking on the status of a ticket, contact the Hotline.

**3** **Contact ODIN Customer Outreach at 301-614-6346**  
If you are still not satisfied with the service provided by ODIN, contact Customer Outreach and report in detail the problem.

**4** **Contact the LMIT GSFC Delivery Order Program Manager at 301-286-0373**  
If you are still experiencing issues or problems that you consider unresolved at the Customer Outreach level, please escalate the incident and specifics to the LMIT GSFC Delivery Order Program Manager.

**5** **Contact the GSFC ODIN Project Manager at 301-286-8461**  
Finally, if you are not totally satisfied with the overall service that originated with the initial call to the ODIN Help Desk, please contact the GSFC-ODIN Project Manager.