FIRST STOP:

Check Cheetah Resource Center & Frequently Asked Questions (FAQs)

FAQS

SECOND STOP:

Chat a peer

If you're unsure of how to do something within Cheetah, reach out to a peer who might know how to do it.

THIRD STOP:

Territory Cheetah SME

If you still haven't found a solution, reach out to your Territory Cheetah SME. Locate your SME using this list.

FOURTH STOP:

SNOW Ticketing System or Cheetah@pods.com

IT

If you need technology help, e.g., reporting an outage, etc., please call the **IT Service Desk at 866-310-6811** or submit a **SNOW ticket**.

If you have a process question, please email Cheetah@pods.com.

Examples of process questions:

- How do I log in?
- How do I freeze routes?
- How do I unpair?