

—SPS ALERT—

SPS Alert 136:

Special Alert

Release date: 3/11/2020

As the preparation for any extended remote work schedules continues, DBM staff will be teleworking on Thursday, March 12, 2020. Please take note of the following information:

For SPS and Hub password resets, employees may email their name and contact number to:

Shared.Services@maryland.gov

Staff will call the employee and start the process as usual to verify identity, etc.

For Benefits Customer Service Desk calls, employees may use the email address below instead of calling the Benefits Customer Service Desk.

EBD.Mail@Maryland.gov

SPS Help Tickets continue as usual for HR, Payroll, Timekeeping, and Benefits support staff only. Employees must go through their agency support staff as the first resource for a resolution.

Thank you for your patience and assistance as we test these procedures.
