Requesting IT Support

CSIT now provides IT support to all E&I staff. This includes computer support (setup, troubleshooting, security issues, device moves, printer configuration), application support (Adobe Suite, Microsoft Office, BConnected, BearBuy, B/S/RAIRS, CalTime, CalPlanning), general IT support (including phones and network), and equipment purchases. Please note: CSIT does not support E&I program-specific databases (like Fishbowl, SCARAB, and Quincy)—please contact your local staff for those systems.

There are multiple ways to open a ticket to request help:
- Go to sharedservices.berkeley.edu and click on Submit a ticket (see below for a detailed walk thru)
- Call 664-9000, choose option 1 for IT support and follow the prompts
- Email itcsshelp@berkeley.edu
- Go to blu.berkeley.edu and click on Campus Shared Services. Then click on “Submit Ticket Here”

How can we help you?

1. Go to sharedservices.berkeley.edu
2. Click on Submit a Ticket (located in the upper left corner of the page)
3. A submenu appears.
   1. 3.  A submenu appears.
4. After authenticating with your CalNet ID, an Information Technology form appears. Your basic info (name, phone number, email) is pre-filled
5. Enter your location, detailed information about the problem you are experiencing (or the service you need), and the urgency. Click on Create Ticket.

Purchasing IT-related products and services
1. Email your program approver (see next page) with detailed information on what you want to order.
2. The program approver will provide funding information and then forward to the program procurement lead, who is responsible for opening a ticket with CSIT.

The following items/services are handled by CSIT: desktop computers, laptops, tablets, smartphones, landlines, and printers. A CSIT tech will deliver the item(s) to your location and handle any necessary set-up or data migration. When selecting a new copier, CSIT recommends departments lease a copier through the UCSF/Berkeley print management program.

Note: CSIT support may be limited, or unavailable, if you choose to order non-JACS standard computers. (JACS computers are the campus-recommended Mac and PC models.)

Benefits orientations
457 Evans Hall
Tue and Wed at 10:30am

Benefits
Contact CS for any benefits questions/issues.

Leaves
Employees: Open an HR/APS ticket with CS.
Supervisors: As soon as you become aware of a situation in which an employee might require a leave of absence, complete the Leave Form (if applicable) and forward to Najah Trotty.

Hiring
Complete the appropriate Appointment Form (Staff or Student). Include the following:
- job description and position title
- required documents (e.g., IOE Form for criminal background check)
Submit all items via an HR/APS ticket with a cc to Najah Trotty. CSIT will contact your new hire to schedule a hiring appointment and will update you with the status of the hire.

Other Employment Related Services
Issues related to visas and immigration, compensation, reclassifications, appointment changes, and any other employment questions: contact Najah. Note: for any appointment changes (staff or student) complete the Appointment Change Form and send to HR/APS with a cc to Najah.
## Business and Financial Services (B&FS)

All transactions require approval by the program approver. The program approver will identify a funding source (chartstring or fund name), add it to the email request, and forward to the program procurement lead for action. The email serves as electronic approval.

### Transaction Type

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>You need to:</th>
<th>System used</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purchasing</strong></td>
<td>Email your program approver with details on items/services to be purchased.</td>
<td>BearBuy</td>
</tr>
<tr>
<td>(See the IT section for instructions on purchasing computers, cell and landline phones, tablets, etc)</td>
<td>If you would like CSS to purchase your item on a bluCard please indicate so in your email.</td>
<td></td>
</tr>
<tr>
<td><strong>Pre-Approval</strong></td>
<td>Email your program approver with a proposed amount and purpose of your request and justification. You need an affirmative response from your program approver for the request to be considered pre-approved.</td>
<td>BearBuy request submitted by program procurement lead</td>
</tr>
<tr>
<td>(When required by your department for payment request, travel requests, entertainment.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Payment Requests</strong></td>
<td>Email your designated program approver with your request. Reimbursement requests should include scans of the detailed original receipt(s) with reason for purchase. Requests should be emailed to program approver.</td>
<td>BearBuy</td>
</tr>
<tr>
<td>(Honorariums, reimbursements for employees, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Entertainment Reimbursement Requests</strong></td>
<td>Pre-approval from program approver is required. Provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Entertainment Reimbursement Claim Form. (Original signatures from you and the program approver are required on the form.)</td>
<td>BearBuy request w/signed entertainment reimbursement request form, emails, and electronic receipts</td>
</tr>
<tr>
<td><strong>Travel Reimbursement</strong></td>
<td>Pre-approval from program approver may be required; check ahead of time with your approver. Traveler should provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Travel Reimbursement Claim Form. (Original signatures from you and the program approver are required on the form.)</td>
<td>BearBuy request w/signed travel reimbursement request form, emails, and electronic receipts</td>
</tr>
<tr>
<td><strong>Catering</strong></td>
<td>Pre-approval from program approver is required. Email your program approver with details on the catering request in advance. Be sure to include all information that will be required for placing the order.</td>
<td>Program Procurement Lead submits approved catering request to vendor in BearBuy</td>
</tr>
<tr>
<td><strong>Student Awards/Stipends</strong></td>
<td>Email your departmental DSAS preparer with information about the student receiving the award. Check with your DSAS preparer for required forms and information that you need to submit. Each program will have a designated DSAS reviewer as well.</td>
<td>Designated DSAS preparer enters in DSAS</td>
</tr>
<tr>
<td><strong>BluCard (dept-held)</strong></td>
<td>Email your program approver with the items/services you need to purchase and indicate the need to purchase on the program bluCard. The program approver will forward the request to the the dept bluCard holder to complete the order.</td>
<td>The cardholder must reconcile in BFS</td>
</tr>
<tr>
<td><strong>Campus Recharge Services</strong></td>
<td>Email your program approver with information about the service you require. Services might include mail services, media services, printing requests, classroom requests and room rentals, criminal background checks (coordinate with HR), meeting &amp; event spaces.</td>
<td>IOC</td>
</tr>
<tr>
<td><strong>Checks and donations</strong></td>
<td>Gift donations (i.e., checks from donors) must be submitted to Marguerite Judson. Be sure to identify your program and include any pertinent handling instructions with your check. Questions regarding online giving should be directed to Marguerite Judson. Business checks (invoices, overpayments, etc) should be delivered immediately to Rhonda Robinson.</td>
<td>CDS</td>
</tr>
<tr>
<td><strong>Cash advance</strong></td>
<td>Email your program approver with details on the request and include a line item explaining what the cash is to be used for. Requests must be submitted to your program approver at least 1 month in advance.</td>
<td>BearBuy Must be reconciled immediately after trip</td>
</tr>
</tbody>
</table>

*If a Program Manager is submitting for reimbursement, approval goes to the Executive Director.

**If you make last-minute purchases, or purchases from non-Bear Buy vendors, you may use a personal credit card or a US Bank Travel Card and then submit your expenses for entertainment reimbursement. (US Bank Travel cards are personal credit cards that employees may use for business expenses and then submit for reimbursement.)

**Dept Head/Program Approver**
- Jose Rivas
- Gail Kaufman
- Yvette Flores

**Office Manager/Procurement Lead**
- Selena Liu (til new Spec 2 is hired)

**Financial Analyst**
- Evelyn Bonito