Service Center Instructions for Electronic Timekeeping Support

1. Go directly to http://etsc.ucsb.edu, or from the timekeeping portal, click the **"Electronic Timekeeping Support"** link in the "Get Help" section. This will take you to the Enterprise Technology Service Center (ETSC) portal logon page.

2. When prompted, enter your UCSBNetID and password.

3. Click on **Electronic Timekeeping** in the "Software" section. You may have to look in "more services…"
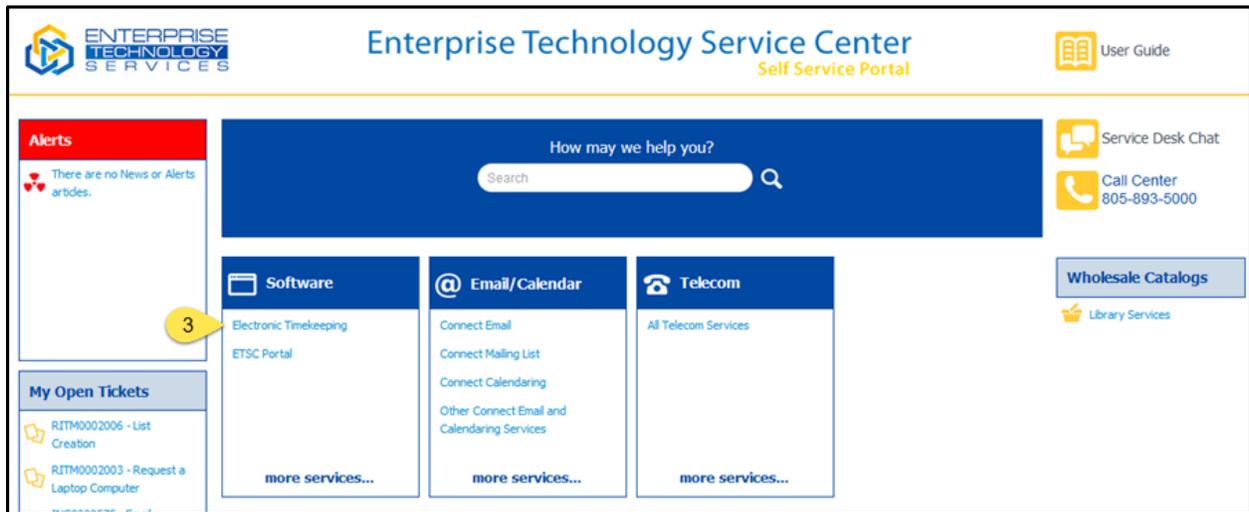
Note: If you are a customer of ARIT – you will need to click **ETSC Self-Service Portal** under the "Self-Service" section of your left-hand navigation menu. You will then be directed to the above portal page.

4. There are three different types of tickets that you can submit:
   Question: General questions related to any aspect of timekeeping.
   Request: Any change or addition to timekeeping services.
   Problem: Something that is broken or not working correctly.

5. Choose a catalog item that fits with the type of ticket you wish to submit. You will see 7 different items to choose from:

   - Electronic Timekeeping Question
   - Payroll Upload Problem
   - Payroll Upload Request
   - Timeclock Problem
   - Timeclock Request
   - Timekeeping Problem
   - Timekeeping Request

   Choose the Item that best describes the ticket you want to submit. There are examples under the "More Information" link.

6. To submit a ticket, using "Electronic Timekeeping Question" as an example:
   a. Make a selection from the "I need help with" drop down menu.
   b. Enter your comments or Question.
   c. Click **Order Now**.

Optional Choices for any type of ticket:
- In the "Requested For" field, you can enter in the name of another employee that you are submitting the request for.
- Submit an attachment by clicking the small paper clip image in the far upper right corner.

7. If you are submitting a "Problem" ticket – you will need to set the Urgency and Impact.
   a. Set Urgency (Low, Medium, High)
   b. Set Impact (Self, Local group, Whole Department)

Note: A combination of high Urgency and Impact will prompt you to call the service desk to report the ticket.

   c. If the ticket is in regards to specific employees, provide their employee numbers. Enter N/A if it doesn't involve specific employees.
   d. Choose between the MO or BW payroll cycle.
   e. Enter your description of the problem.

   Finally, Click **Submit**.

8. Search for historical tickets from the portal in the "How may we help you?" field. Use "timekeeping," your last name, or the ticket number as a search term.
9. Open tickets will always be visible from the "My Open Tickets" box on the main ETSC portal page.