Instructions for Electronic Timekeeping Support

1. Go directly to http://ithelp.ucsb.edu. This will take you to the Information Technology Services portal login page.

2. When prompted, enter your UCSBnetID and password.

3. Type Electronic Time Keeping in the search field and wait a few seconds.

4. There are two different types of tickets that you can submit:
   
a) **Timekeeping Question or Request**: General questions related to any aspect of timekeeping or any change or addition to timekeeping services.

b) **Enterprise Business Application Problem**: Something that is broken or not working correctly.
5. If you choose **Timekeeping Question or Request**

   a) You will be asked to select an option from the “**I need help with**” a pulldown menu
      
      i) Your choices will be: Pay Rules, Timecard Calculations, Accruals, Payroll Cycle Change, Employee Configuration, Access Control Number/Employee Group, Time Off Request, Time Clock, Authentication and Other.
      
      ii) Select the item that fits with the type of request you wish to submit.

   b) Enter your comments or Question in the **Description** field.
      
   c) And 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.
6. To submit an Enterprise Business Application Problem
   
a) Set Impact & Urgency (Self, Local group, Whole Department)  
   *Note: A combination of high Impact and Urgency will prompt you to call the service desk to report the ticket.*

b) Under **Details** choose **Electronic Timekeeping**

c) Under the **Type of Problem** choose:
   i) Payroll Upload Problem
   ii) Timeclock Problem
   iii) Timekeeping Problem

d) Complete the rest of the required fields

e) Enter your **Description** of the problem.

f) And click **Submit**.

7. Search for historical tickets from the portal in the “My Tickets” area. Or you can use the search field by entering your ticket number as a search term.

8. Open tickets will always be visible from the “My Tickets” area on the upper right from any page.