Instructions for UCPath Technology Services

1. Go directly to the Information Technology Services portal login page [http://ithelp.ucsb.edu](http://ithelp.ucsb.edu)

2. When prompted, enter your UCSBnetID and password.

3. Click on Enterprise Business Applications and click on the UCPath Technology Service section.

4. Choose a catalog item that fits with the type of ticket you wish to submit. You will see 4 different items to choose from:
   - UCPath Access Request – Department
   - UCPath Access Request – Universal/Central Office
   - UCPath Application Configuration Request
   - UCPath Notifications
5. Choose the Item that best describes the ticket you want to submit. You will be able to read a short description of each service.

6. To submit a ticket, using “UCPath Application Configuration Request” as an example:

   a) Fill out all the pertaining information.
   b) Select the priority level
      a) Low, Medium, High
   c) Enter as much information on the Details/Comments field.
   d) Examples of Location-initiated configuration requests include but are not limited to:
      ● Fringe benefit assessment rates: Composite Benefit Rate (CBR), Vacation Leave Assessment rate (VLA), and GAEL rate
      ● FAU Redirect setup
      ● Department re-organization / creation of new HR department(s)
      ● New local general deduction
      ● New work-study award year calendar
      ● New Job Codes (WFA)
      ● New Job Functions (WFA)
      ● Action and Action/Reason (WFA)
   e) Click the Order Now button located on the upper right of your window.

7. Open tickets will always be visible from the “My Tickets” link on the upper right of every portal page.