UC SANTA BARBARA

UCPath

Instructions for UCPath Technology Services

1. Go directly to the Enterprise Technology Service Center (ETSC) portal logon page http://etsc.ucsb.edu. (For a video version of this document go to: http://www.ets.ucsb.edu/services/enterprise-technology-service-center-etsc)

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 HR of BFS – you will need to go to each independent service portal.

4. Choose a catalog item that fits with the type of ticket you wish to submit. You will see 5 different items to choose from:
- Application Configuration Request
- Approval Workflow Engine (AWE) Issue

- Managed File Transfers (MFT) Issue
- Technical Issue
- UCPath Access Request

5. Choose the Item that best describes the ticket you want to submit. Click on the preview button and you will be able to read when to use information about when to use each service.

6. To submit a ticket, using "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 reorganization / 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.

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. Open tickets will always be visible from the "My Open Tickets" box on the main ETSC portal page.