California Department of Technology	1043

CALTABS USER ID REQUESTS			
OWNER:	Office of Administration, Rates and Cost Recovery	**ISSUE DATE:**	3/27/2013
DISTRIBUTION:	All Employees and CalTABS Users	**REVISED DATE:**	06/01/2020

The California Department of Technology billing system (CalTABS) provides customers with secure online access to their monthly Department of Technology invoices and detailed billing information.

CalTABS features include:

- Online availability of invoice data
- Invoice detail reports and billing information
- Availability to export reports to PDF and Excel format
- 24/7 access to online invoices

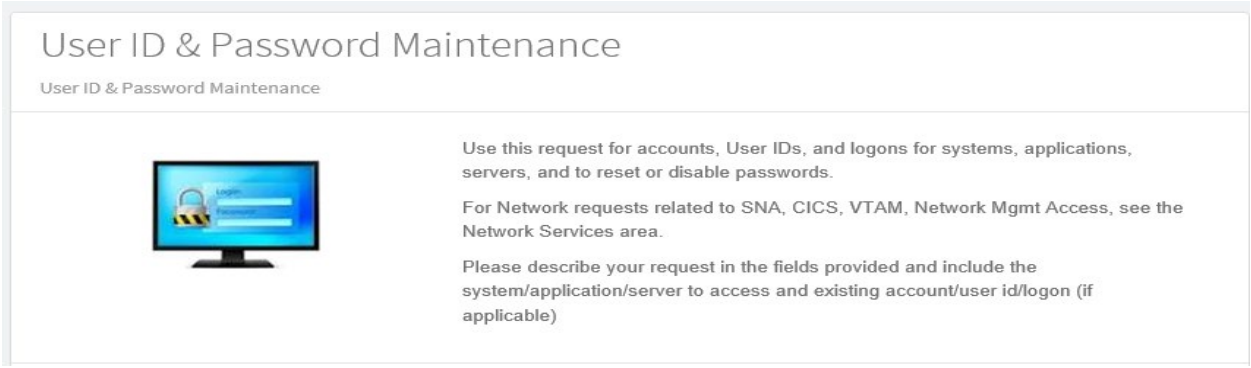
Access to the CalTABS system requires a user ID and password. This document provides instructions for requesting:

- A new CalTABS user ID and password
- How to change existing CalTABS user access rules
- How to request to delete a CalTABS user ID
- How to reset your CalTABS password

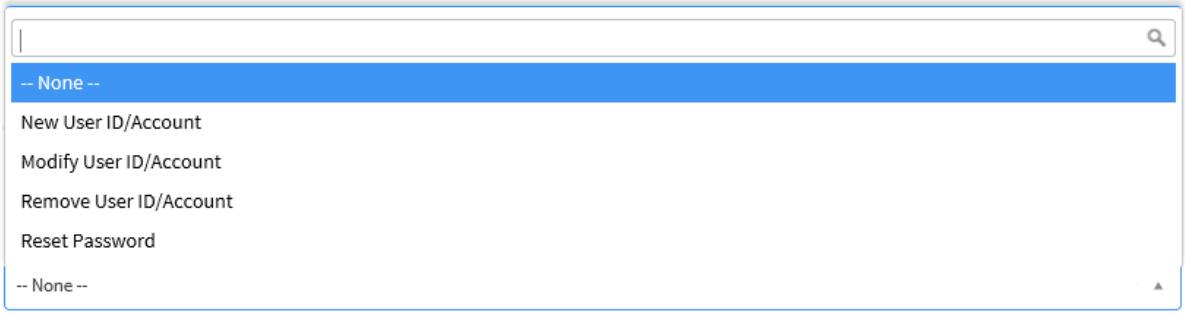
Please send general questions regarding CalTABS to billing@state.ca.gov.

Requesting a New CalTABS User ID

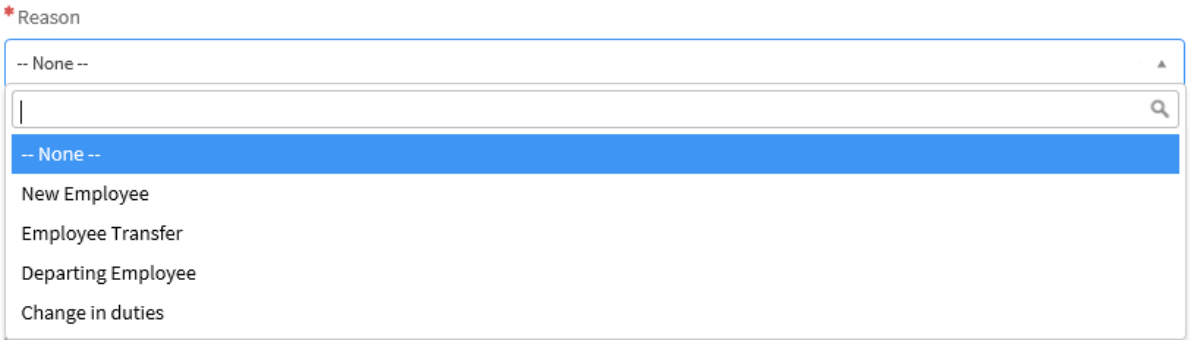
1. Submit a Service Request using “Userid and Password Maintenance” via the ServiceNow application.



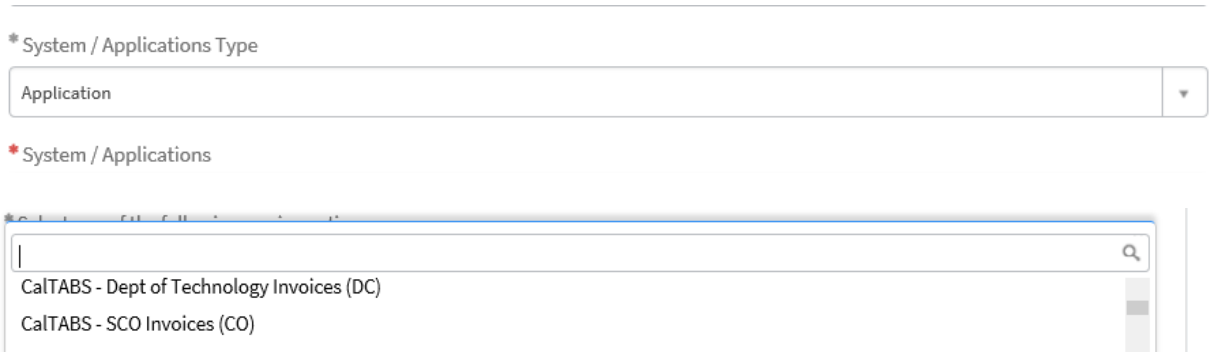
- In the Service Request select which option you would like:



- For user accounts, indicate the reason (New, Transfer, Departing, Change in Duties).



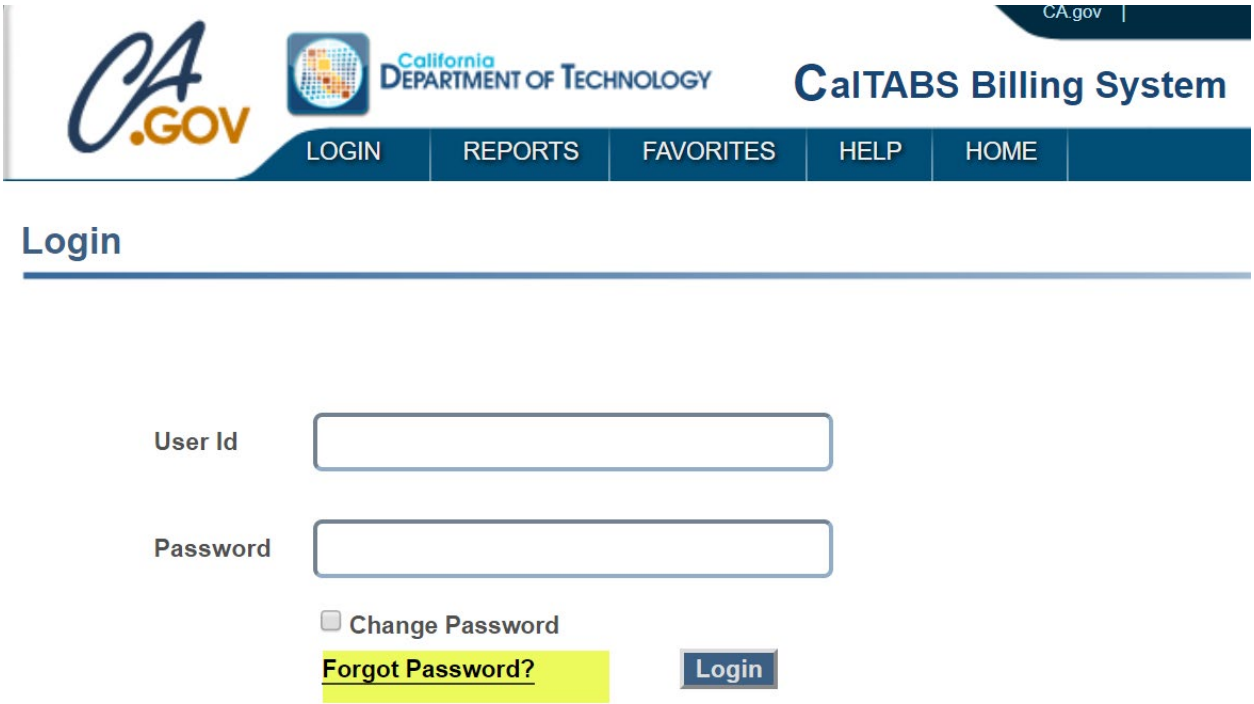
- Indicate and select the System/Applications Type (this should be Application), and then chose which CalTABS invoice you would like your CalTABS userid created for:
- CalTABS - Department of Technology Invoices (DC)
- CalTABS – SCO Invoices (CO)



2. Submit the Service Request for approval.
3. The CalTABS user ID and temporary password will be emailed directly to the requestor.

Automated CalTABS User Password Reset

1. If you have an existing CalTABS userid enter your user id and then select 'Forgot Password' from the CalTABS login screen.



2. Requestor will receive an email with a temporary password to use via e-mail.