 <b>California DEPARTMENT OF TECHNOLOGY</b>		<b>1043</b>	
<b>CALTABS USER ID REQUESTS</b>			
<b>OWNER:</b>	Office of Administration, Rates and Cost Recovery	<b>ISSUE DATE:</b>	3/27/2013
<b>DISTRIBUTION:</b>	All Employees and CalTABS Users	<b>REVISED DATE:</b>	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](mailto:billing@state.ca.gov).

**Requesting a New CalTABS User ID**

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

### User ID & Password Maintenance

User ID & Password Maintenance

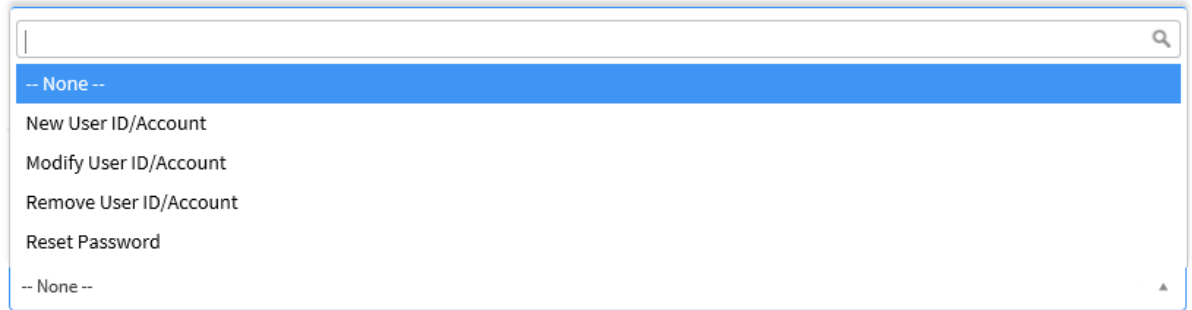


Use this request for accounts, User IDs, and logons for systems, applications, servers, and to reset or disable passwords.

For Network requests related to SNA, CICS, VTAM, Network Mgmt Access, see the Network Services area.

Please describe your request in the fields provided and include the system/application/server to access and existing account/user id/logon (if applicable)

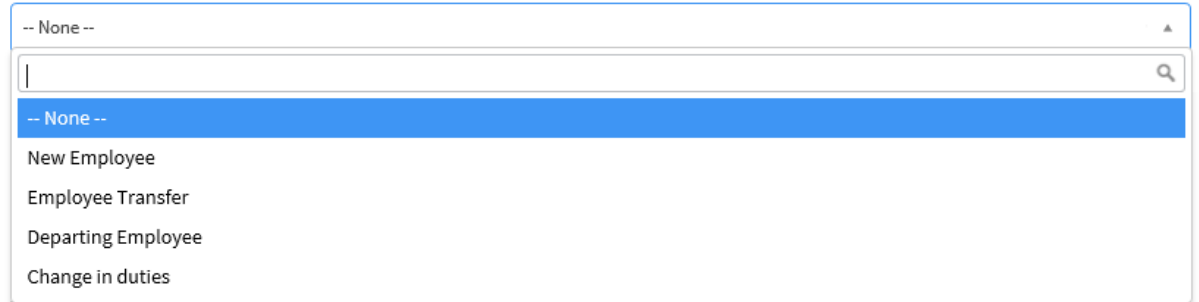
- In the Service Request select which option you would like:



A screenshot of a dropdown menu with a search icon in the top right corner. The menu is open, showing the following options: -- None -- (highlighted in blue), New User ID/Account, Modify User ID/Account, Remove User ID/Account, Reset Password, and -- None --.

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

\*Reason



A screenshot of a dropdown menu with a search icon in the top right corner. The menu is open, showing the following options: -- None -- (highlighted in blue), New Employee, Employee Transfer, Departing Employee, and Change in duties.

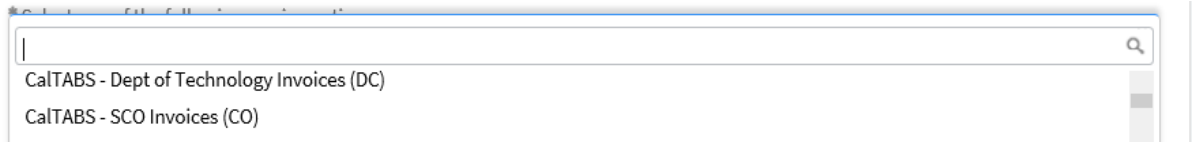
- Indicate and select the System/Applications Type (this should be Application), and then chose which CalTABS invoice you would like your CalTABS userid created for:
- CalTABS - Department of Technology Invoices (DC)
- CalTABS – SCO Invoices (CO)

\*System / Applications Type



A screenshot of a dropdown menu with a search icon in the top right corner. The menu is closed, and the text "Application" is visible in the input field.

\*System / Applications

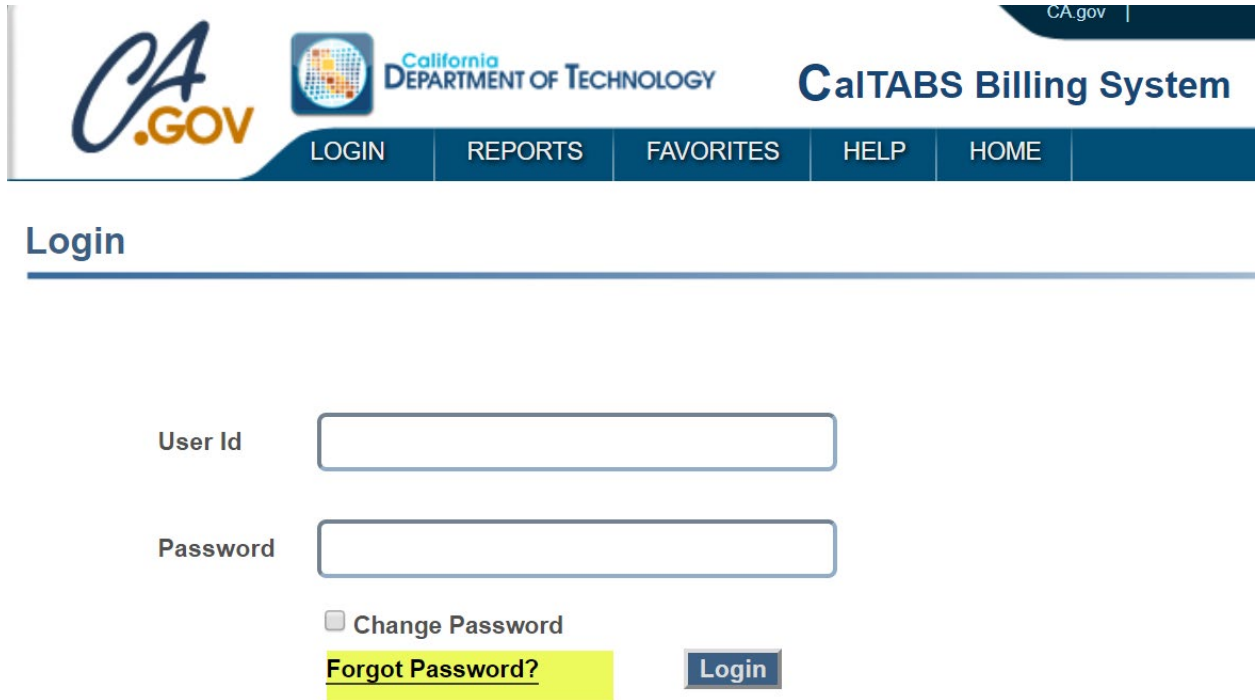


A screenshot of a dropdown menu with a search icon in the top right corner. The menu is open, showing the following options: CalTABS - Dept of Technology Invoices (DC) and CalTABS - SCO Invoices (CO).

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.



The screenshot shows the CalTABS Billing System login interface. At the top, there is a navigation bar with the CA.GOV logo, the California Department of Technology logo, and the text 'CaITABS Billing System'. Below the navigation bar are several menu items: LOGIN, REPORTS, FAVORITES, HELP, and HOME. The main content area is titled 'Login' and contains a form with two input fields: 'User Id' and 'Password'. Below the 'Password' field, there is a checkbox labeled 'Change Password' and a link labeled 'Forgot Password?' which is highlighted in yellow. A 'Login' button is also present.

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