

STATE CONTROLLER'S OFFICE  
PERSONNEL AND PAYROLL SERVICES DIVISION  
P.O. BOX 942850  
SACRAMENTO, CA 94250-5878

DATE: December 6, 2012

PERSONNEL LETTER #12-017  
(CIVIL SERVICE ONLY)

TO: All Agencies in the Uniform State Payroll System

FROM: Lisa Crowe, Chief  
Personnel and Payroll Services Division (PPSD)

**RE: MYCALPAYS HELP DESK ONLY AVAILABLE BY EMAIL**

The State Controller's Office, Personnel and Payroll Services Division, MyCalPAYS Help Desk is temporarily unavailable to take live telephone calls. The MyCalPAYS Help Desk is accessed by calling the Customer Contact Center (916 372-7200), then selecting "1" for MyCalPAYS, and then "2" for the MyCalPAYS Help Desk. If you attempt to reach the help desk you will receive the following message: "Thank you for calling the Customer Contact Center. The MyCalPAYS Help Desk is temporarily unavailable. Please email [mcpccc@sco.ca.gov](mailto:mcpccc@sco.ca.gov) or call back at another time."

During this temporary change, please send all questions or concerns regarding MyCalPAYS to the MyCalPAYS Help Desk at [mcpccc@sco.ca.gov](mailto:mcpccc@sco.ca.gov). All emails are being monitored and will be responded to within 24 hours.

The SCO University, Legacy, Statewide Locator, and Other/Unknown options are not affected by this change and continue to be available by calling the Customer Contact Center at (916) 372-7200.

Questions regarding this Personnel Letter should be directed to the Customer Contact Center at (916) 372-7200.

LC:SJ:sj