The CalATERS Website provides help desk contacts for participating departments. Help desk contact information includes the department name, contact (division or unit if applicable), phone number and email address. The Help Desk Contacts form is used to add or delete help desk contact information from the CalATERS Website. Instructions for requesting help desk contact changes are provided below.

Requesting Help Desk Contact Changes

Add (A) – Add is used to add new help desk contacts to the CalATERS website.

Delete (D) – Delete is used to remove help desk contacts from the CalATERS website.

Sample

Action (A,D)	Department Name	Division /Unit	Phone Number	E-mail Address
A	State Controller's Office	PPSD	916-678-1234	ssmith@sco.ca.gov
A	State Controller's Office	ISD	916-344-2345	rkent@sco.ca.gov
D	State Controller's Office	ISD	916-344-5113	rbrown@sco.ca.gov

Help Desk Contacts forms must be signed by an authorized department representative. Faxed forms will not be accepted. Help Desk Contact forms will be processed within two business days after receipt of form.

Mail completed and signed form to the following:

State Controller's Office
Attn: CalATERS
Personnel/Payroll Services Division
300 Capitol Mall, Room 1019
Sacramento, CA 95814

Action (A/D)	Department Name	Contacts (Division/Unit Name if applicable)	Phone Number	Email Address

Department Name	UCM
Authorized Department Representative	**Date**
Title	**Phone Number**
Email	**Fax**

Authorized department representative must have a signed Signature Authorization form on file with the Controller's Office.

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SCO USE ONLY

Task	Analyst	Completed Date
Update Website		
Department Notified		

Modified 09/15/03