Technology Update - Important update for submission of the UTSA UTShare Departmental User Access Form

In an effort to improve upon technology and business processes, Business Information Services (BIS) will be **eliminating the option to fax the UTSA UTShare Departmental User Access Form to ext. 8500 or to send a paper copy of the access form to BIS for processing.** The copier/scanner/fax machine that has been used for the purpose of sending the access forms to BIS will no longer be available for use.

Effective Monday, September 17, 2018, all UTSA UTShare Departmental User Access Forms should be scanned and attached to a SPOC ticket requesting the PeopleSoft access. This option provides an efficient method to collect and store the data in one location along with the ability to track the progress of the SPOC ticket. This technology update will allow departments to scan and attach information directly to the ticket.

The UTSA UTShare Departmental User Access Form is used to provide or update PeopleSoft access for HCM and FMS modules, as well as adding or updating cost center approvers for financial or eForm documents created.

As always, BIS is here to support all end-users and provide the best customer service support. Updating the technology to scan the access form as a SPOC ticket will provide efficiencies in receiving the form, storing the information, and responding back to the customer in a single process.

Please contact BIS at ext.7762 should you have any questions regarding the submission of the access form and distribute this message to anyone who is responsible for completing the form.

Business Information Services Help Desk "TIPS"

Are you familiar with the SPOC Knowledge Base? Many answers to your questions are located there. If you review the SPOC Knowledge Base and still cannot find the answer to your question, please feel free to submit a SPOC ticket or call us at 210-458-SPOC (7762). Here is an example of a Q&A from our Knowledge Base:

Where can I find the UTShare Departmental User Access Form and where do I submit it?

UTShare Departmental User Access Form

https://utsacloud.sharepoint.com/sites/pssc/securityforms/SitePages/Home.aspx

You can create a SPOC Ticket

https://spoc.kayako.com/conversation/new

Business Information Services Operations Support:

- *Support Hours:* **Monday to Friday 8 a.m. – 5 p.m., except on university holidays.**
- *Contact Business Information Services Team:*

  - Ticketing System ([Submit a SPOC ticket](#)) – one question per ticket.
  - Telephone: 210-458-SPOC **(7762)**
  - Website: www.utsa.edu/bis

- *Reference the BIS SPOC Knowledge Base*

  Reference the [SPOC Knowledge Base](#) before submitting a SPOC ticket.