

 California DEPARTMENT OF TECHNOLOGY		1043	
CALTABS USER ID REQUESTS			
OWNER:	Office of Administration, Rates and Cost Recovery	ISSUE DATE:	3/27/2013
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The California Department of Technology billing system (CalTABS) provides customers with secure online access to their monthly Department of Technology and California State Accounting and Reporting System (CalSTARS) invoices and 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
- Changes to existing CalTABS user access rules
- A deletion of a CalTABS user ID
- A password reset

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

Requesting a New CalTABS User ID

1. Submit a Remedy Service Request using “Other Services”
2. In the Service Request please indicate the following:
 - Indicate “Create New CalTABS User ID”.
 - Indicate if access is needed for the Department of Technology (DC) invoices or CalSTARS (CS) invoices.
 - Please provide the following information:
 - Requestor name
 - Requestor email address
 - Your Department name
 - Provide which customer identification codes you need access for in the request (for example: CSAG or AB).
 - Primary approver’s name and contact information – the person at your department who authorizes you to have a CalTABS user ID (Manager/Supervisor level or CIO)
3. Submit the Service Request for approval.
4. The CalTABS user ID and temporary password will be emailed directly to the requestor.

Requesting a Change to Existing CaTABS User Access

1. Submit a Remedy Service Request using “Other Services”.
2. In the Service Request:
 - Indicate “Modify Existing CaTABS User ID”.
 - Include the following information:
 - Name of existing user
 - Email address of existing user
 - Existing CaTABS user ID
 - Provide a description or what needs to be changed, including a list of the customer identification codes.
3. Submit Service Request for approval.
4. Requestor will receive an email when the update has been completed.

Requesting to Delete a CaTABS User ID

1. Submit a Service Request using “Other Services”
In the Service Request:
 - Indicate “Delete CaTABS User ID”.
 - Provide the CaTABS user ID to be deleted.
 - Include the following information:
 - User name
 - User email address
2. Submit Service Request for approval.
3. Requestor will receive an email when the deletion has been completed.

Requesting a CaTABS User Password Reset

1. Submit a Service Request using “Other Services”
2. Indicate in the request:
 - Indicate “CaTABS Password Reset”.
 - Include the following information:
 - CaTABS user ID for which the password reset is needed
 - CaTABS user name
 - User email address
3. Submit Service Request for approval.
4. Requestor will receive an email when the password has been reset.