

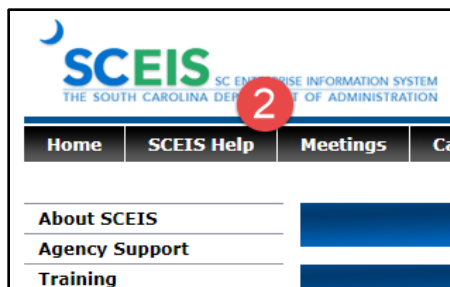
**Subject:** Submit online requests to update contact information for SCEIS communications  
**Audience:** All Users

SCEIS has updated the online SCEIS Service Desk Ticket Form to include a Contacts Database option. This item relates to a contacts database used by SCEIS to distribute SCEIS Updates, system maintenance announcements, automated Business Warehouse (BW) reports and other user communications.

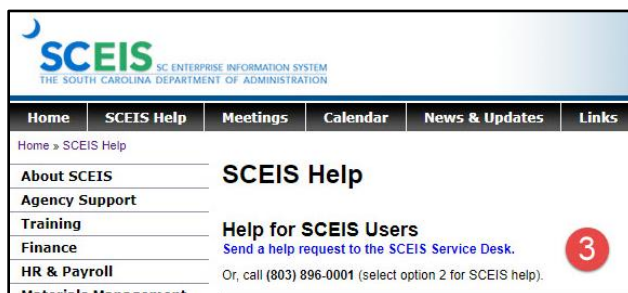
Effective Friday, Aug. 27, 2021, users should submit information via the online form to ensure that contact information for SCEIS communications remains current for their agency. This includes adding new employees who have need to receive SCEIS communications as well as removing those employees who are no longer with the agency.

Below are instructions for completing the form.

1. Go to <http://sceis.sc.gov/>.
2. Click on **SCEIS Help**.



3. Click on **Send a help request to the SCEIS Service Desk**.



4. Choose **Contacts Database** from **Select the Area of SCEIS in which you are experiencing a problem.**

**Meetings** | **Calendar** | **News & Updates** | **Links** | **SCEIS Logins**

### SCEIS Service Desk Ticket Form

**Important: Include as much detail as possible in your request to ensure the timeliest and most accurate response. Whenever possible, attach a screen shot showing the error or difficulty you are experiencing, and include transaction numbers, description details, etc.**

Are you the user who is experiencing the problem?  Yes  No

Your First Name:

Your Last Name:

Your Email Address:

Your SCEIS Username (ID):

Your Contact Phone Number:  Ext.

Your Agency:

Select the area of SCEIS in which you are experiencing a problem:

**4** When completing the following information, please be as detailed as possible. Delete or redact sensitive information.

- Please select
- Please select
- Business Warehouse
- Citrix
- Contacts Database**
- Finance

5. Provide the following information in the **Describe the problem in detail** box before you submit the request.

- a. The name of the person who should be added or deleted from the contacts database. This should be either your name or the affected user if you are submitting the information on behalf of another user.
- b. The user's job function as it relates to the system (finance, human resources, purchasing or reporting).
- c. A note indicating if the user's information should be added, deleted or updated in the database.
- d. A note indicating the types of communication they wish to receive:
  - i. SCEIS Updates
  - ii. Automated reports pushed to users (HR monthly batch reports, FI monthly batch reports and FI weekly batch reports)
  - iii. SCEIS maintenance announcements

Describe the problem in detail: **5**

If you have questions, please Contact the SCEIS Help Desk (803-896-0001 and **select option 2** for SCEIS issues or visit <http://sceis.sc.gov/requests>).

Thank you,  
The SCEIS Team