SCEIS — SC ENTERPRISE INFORMATION SYSTEM
THE SOUTH CAROLINA DEPARTMENT OF ADMINISTRATION

**Subject:** Reminder to update contact information for SCEIS communications
**Audience:** All Users

Please remember to let SCEIS know if your contact information changes. This allows you to continue receiving SCEIS Updates, system maintenance announcements, automated Business Warehouse (BW) reports and other user communications if you have moved to a new agency or if your email address has changed.

You may submit updated contact information via the online form that we announced Aug. 13, 2021. The form also allows you to add new employees who need to receive SCEIS communications and remove employees who are no longer with the agency.

Below are instructions for completing the form.

1. Go to https://sceis.sc.gov/.

2. Click on **SCEIS Help.**
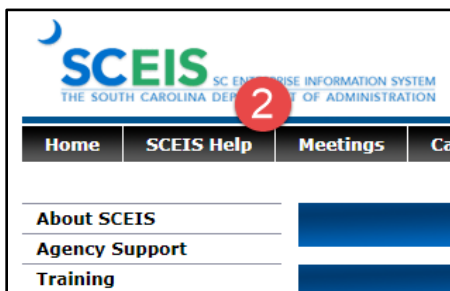


3. Click on **Send a help request to the SCEIS Service Desk.**
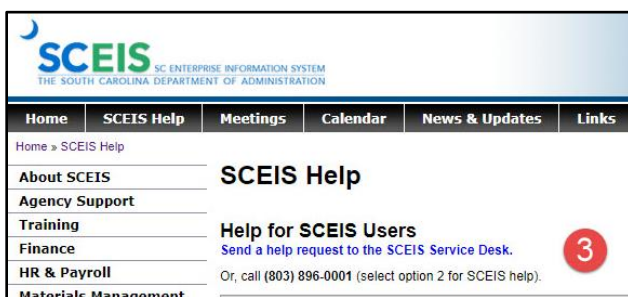
4. Choose **Contacts Database** from **Select the Area of SCEIS in which you are experiencing a problem.**

| 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 a
Whenever possible, attach a screen shot showing the error or difficulty you are experiencing, an
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:

When completing the following
etc. Delete or redact sensitive information

**4**

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.

Describe the problem in detail: **5**

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

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

Thank you,
The SCEIS Team