 California DEPARTMENT OF TECHNOLOGY			
CALTABS USER ID REQUESTS			
OWNER:	Office of Administration, Rates and Cost Recovery	ISSUE DATE:	3/27/2013
DISTRIBUTION:	All Employees and CalTABS Users	REVISED DATE:	6/25/2025

The California Department of Technology billing system (CalTABS) provides customers with secure online access to their monthly Department of Technology invoices and detailed 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
- How to change existing CalTABS user access rules
- How to request to delete a CalTABS user ID
- How to reset your CalTABS password

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

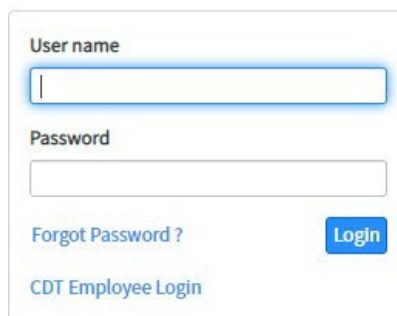
CalTABS User ID Requests - New, Modify, Delete

PREREQUISITES:

- Submitter must have a ServiceNow profile established in order to place the request. If you don't have a ServiceNow profile, contact your organization's Customer Administrator or [CDT Account Lead](#).

1. Log into CDT IT Services Portal (ServiceNow)

- Visit <https://services.cdt.ca.gov/csm> and click on "Login" in the upper right-hand corner of the screen
- Log in using ServiceNow credentials (*reset password if necessary*).



User name

Password

[Forgot Password ?](#)

[CDT Employee Login](#)

2. Locate the “User ID Request” Catalog Item

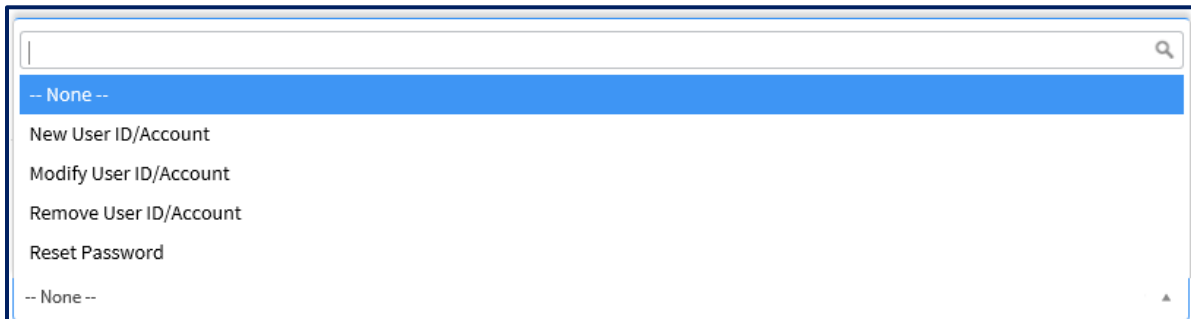
- a. Search “User ID” in the large search bar on the main page



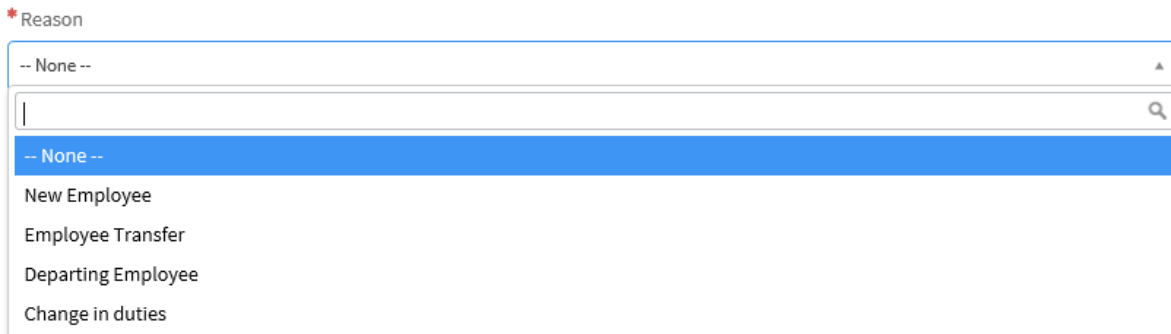
- b. Click on “User ID Requests” when it shows up in the search bar

3. Complete Request and Submit for Customer Administrator Approval

- a. Fill out the request with applicable information.
- b. **Requested By/Requested For** can both be you (the submitter)
- c. **Customer ID Code(s)** will prepopulate based on your department/agency. Select the available code—if more than one appear and you are not sure which to use, consult your Customer Administrator or [CDT Account Lead](#).
 - a. Include any other Codes in the **Request Details** (e.g., “Please grant access to view codes ABX and BCX”)
- d. Choose applicable **Service Option** (New User ID/Account, Modify User ID/Account, Remove User ID/Account, Reset Password)



- e. **Reason** (New Employee, Employee Transfer, Departing Employee, Change in Duties)



- f. **System/Applications Type** = Application
- g. **System/Applications** = CalTABS – Dept of Technology Invoices (DC)

*Select one of the following service options ?

CALTABS can be accessed under "Application"; BitSight, CrowdStrike, Okta, Splunk, and Tenable.io can be accessed under "Security Tools"; Mainframe applications/tools are under "z Systems" in the System/Applications dropdown. ✖

New User ID/Account

* Reason

New Employee

* System / Applications Type

Application

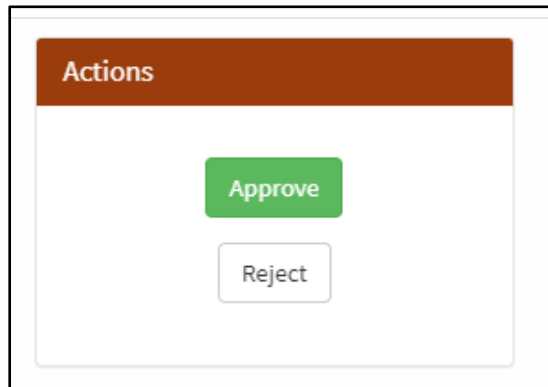
* System / Applications

CalTABS - Dept of Technology Invoices (DC)

- h. Provide an existing **User ID** to copy if available/relevant.
- i. **Contact First/Last/Email/Phone** should be the person whose UserID is being requested.
- j. Once all fields have been completed, click on **“Order Now”** to submit it for Customer Administrator approval.

4. Customer Administrator Approves Request

- a. Customer Administrators will receive notification via email and in the Portal that a Case requires approval.
- b. Administrators will log in, visit the Case, and click on the green **“Approve”** button to submit the Case to CDT for processing.



5. Monitor Request until Case is Resolved

- a. CDT Case Agent will communicate as Case moves through fulfillment stages and when it is Resolved.
- b. You can direct any Case-relevant questions through Case Agent

Automated CalTABS User Password Reset

1. If you have an existing CalTABS UserID enter your user id and then select '**Forgot Password**' from the CalTABS login screen.



Login

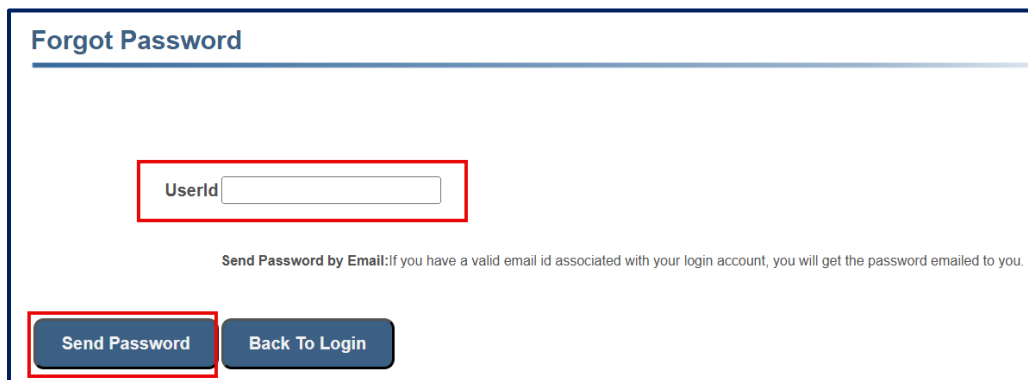
User Id Required

Password Required

Change Password

Forgot Password? Login

2. Enter your UserID and click "**Send Password**"
 - Note: If you are unsure of the associated account email, please contact ciobilling@state.ca.gov



Forgot Password

UserId

Send Password by Email: If you have a valid email id associated with your login account, you will get the password emailed to you.

Send Password Back To Login

3. Requestor will receive an email with a temporary password.
4. Log in using the temporary password.
 - Note: Type out the temporary password – as copy/paste may add spaces and error out
5. Once logged in, you will create a New Password for future logins. Follow the requirements for creating a new password.