



San Francisco Bay Region **Network**

San Francisco Bay Region Network Support Center: Employee Resources



Welcome to the SFBRN - we couldn't do this without you.

To help you find the resources you need, here is a list of links to some common tools and websites you'll reference, as well as org chats, drop-in agent help sessions, and knowledge base resources to help you utilize the San Francisco Bay Region Network.

Knowledge

Department Organization Charts

Our team has expanded! Visit [SFBRN's Frequently Asked Questions](#) page for the most up-to-date organization charts.

ServiceNow Basics

[SFBRN ServiceNow Basics Guide](#)

East Bay put together this knowledge base article to answer common questions about using the ticketing system, ServiceNow.

San Francisco Bay Region Network

[SFBRN Homepage](#)

[Your Network Support Center Tickets](#)

Review open and recently closed tickets requested by or for you.

[SFBRN Guide to Microsoft Teams](#)

Learn how to find users, find email addresses, and send messages, with specific instructions based on home campus.

[Monthly SFBRN Updates](#)

You'll get emails when new updates come out, but you can always reference past updates to see what has changed and what we've achieved!

Action

SFBRN Network Support Center Login

[SFBRN NSC](#)

Submit a new ticket, or click "My Tickets" to see any open incidents or service requests you've submitted across multiple departments for our 3 campuses.

Microsoft Resources

[Outlook Online • Microsoft Teams \(for web/download\)](#)

The NSC will communicate primarily through the Microsoft platform. You can use Outlook and Teams online, or download the apps if you prefer.

Employee Lookup

[How to Look Up Campus Employees](#)

This page has links to our three campus directories and instructions on how to use them to find your colleagues.

Contact the NSC

NSC Phone Line: 510-885-HELP (4357)

Email: support@sfbrn.calstate.edu

[NSC Customer Portal](#)