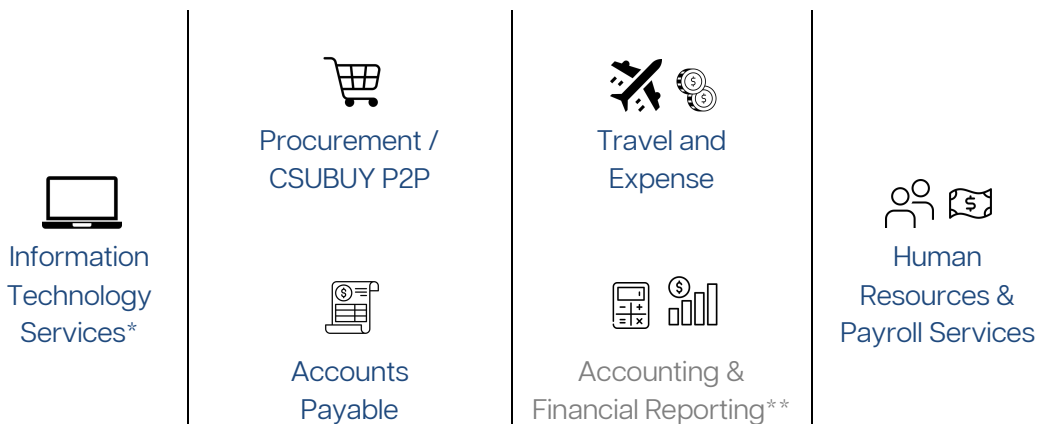


SFBRN Network Support Center (NSC) Reference Guide

Guiding Principle

The Network Support Center (NSC) is the front door for support related to SFBRN services. It ensures requests are routed correctly, tracked, and addressed in a timely manner.

NSC Scope



*Does not include Academic Technology.

**Coming Soon! Accounting & Financial Reporting catalog items are in progress.

How the NSC Works

Step	Action
Submit a Request	Use the Network Support Center to submit your request or question. This is the fastest and most effective way to get help. - Online: www.sfbrn.calstate.edu/support - Email: Support@sfbrn.calstate.edu - Phone: 510-885-4357 - Voicemail (After Hours): 510-885-4357 (leave a message to create a ticket)
What Happens Next	- Your request is reviewed and routed to the appropriate team. - Requests are prioritized based on impact and urgency (see below). - You'll receive updates or follow-up if more information is needed.
What To Expect	- Your request will be tracked from start to finish. - Issues affecting instruction, students, research, or deadlines are prioritized. - If an issue affects multiple people or appears to be recurring, it will be reviewed for broader resolution. You do not need to contact multiple offices or individuals to escalate a request. The NSC handles coordination on your behalf.



Where do I go for Information Technology support?

The [Network Support Center](#) is the primary point of contact for Information Technology support across the Network. Employees should use the Network Support Center to submit ITS requests.



Where do I go for Procurement & Accounts Payable support?

Daily office hours remain the best place to go for personalized Procurement & Accounts Payable support. **P2P Office Hours:** <https://www.sfbrn.calstate.edu/csubuy-p2p>

For specific requests, you can also use the [Network Support Center](#) to:

- Submit a CSUBUY invoice or credit memo
- Request a new recipient for a refund or reimbursement



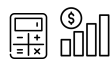
Where do I go for Travel & Expense support?

Daily office hours remain the best place to go for personalized Travel & Expense support. **Travel & Expense Office Hours:** <https://www.sfbrn.calstate.edu/concur>.



Where do I go for Human Resources and Payroll support?

The Network Support Center now supports Human Resources and Payroll services requests. Start with the [Human Resources service catalog](#) to find the service you need and the appropriate pathway for assistance. More information on the [HR & Payroll website](#).



Where do I go for Accounting & Financial Reporting support?

Accounting & Financial Reporting support is coming to the Network Support Center! Until then, your current campus partners remain your primary source for support. More information on the [A&FR website](#).