SFBRN⏐ Go-Live *Network Support Center 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.

Scope

Information Technology*

General SFBRN Questions

Procurement / CSUBuy P2P

Accounts Payable

Travel and Expense

Does not include Academic Technology at SFSU and SSU

Procurement, Accounts Payable, Travel & Expense Support After Go-Live

Starting on Monday, January 26, 2026, daily office hours for all 3 Network universities will be available for Procurement, Accounts Payable, and Travel & Expense support. Office hours are the fastest way to receive real-time assistance for questions or issues related to these services. Requests discussed during office hours will be tracked and followed up as needed.

Information Technology Support After Go-Live

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. A video tutorial is available. • Online: www.sfbrn.calstate.edu/support • Email: Support@sfbrn.calstate.edu • Zoom Virtual Hours: https://its.sfsu.edu/support • 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.