



Hello! Welcome to the Department of Behavioral Wellness. This document is designed to help you access the systems you need and get you started on your path to being a Be Well All-Star!

How to Use Your Phone

To get an outside line, dial 9, then 1, then the area code, even if the area code is 805. For all internal calls, you can dial the last five digits of the number. To set up voice mail, access the Group Files on your desktop (AKA “The G Drive”) and go to Central Files/Telephones/How to Set Up Voicemail

How to Access Your Network and Email Account

Please call our IT Help desk at 805-681-4006 (x14006) and ask for your network access username and temporary password. If you don’t yet have a phone at your workstation, ask to use a co-workers.

How to Access Your Email from an Outside Computer (or phone)

If you need to access your county email account from an outside computer or phone, enter “email.co.santa-barbara.ca.us” in your search bar, and then enter your username and password to gain access to your email account.

How to Request Services from IT

If you need to request service from IT (because your equipment isn’t working, or you need access to restricted areas, etc.) please click on the “Service Management” icon on your desktop. Then click the “Report a Technology Issue” tab. This will allow you to create a “Service Now” request with IT and receive IT assistance.

How to Fill Out Our Time Sheet

Your time sheet will not be available until a few days before your first pay period ends (meaning almost two weeks after you start working). You will receive an email from HR about how to complete your timesheet, please ask your supervisor for your program code(s) and any additional instructions.

How to Complete Your Be Well Trainings

You should have an email from the Training department with instructions on how to complete your mandatory new staff trainings, if you do not see an email from the training department, please email us at bwelltraining@co.santa-barbara.ca.us

How to Locate Someone within the County

You can locate almost anyone by clicking on the “Address Book” icon in your email account. Try searching their last name to find their email address and sometimes their phone number. Conversely, if you receive an email from someone unknown, the user name is usually the first initial of their first name and their last name.

How to Create an Automatic Email Response

If you are going to be away and unable to respond to emails during your regular working hours, please create an automatic email response to let people know you are out of the office. You can do this by going to the “file” tab on Outlook, and clicking on the “Automatic Replies” box.

How to Get Reimbursed for Mileage/Travel Costs

To be reimbursed for mileage and travel costs incurred while working, please go to [Group file/Fiscal Information/Travel, Mileage and Personal Reimbursement](#) for detailed instructions.