

## Training & Support

For additional training and support, faculty and staff may access one of the following resources:

- **User Support Desk** - You can contact the User Support Desk for navigational assistance, application questions, or incidents that are Concur specific.
  - **By Phone (available in English 24/7/365 from Canada/US):** Call 1-866-793-4040
  - **By Phone (available in English 24/7/365 outside Canada/US)** – A complete list of contact numbers may be found by clicking the Support link in the top right corner of your screen
  - **Live Chat support (available in English between 9:00 AM to 3:00 PM Central Time)** - Click the Support link in the top right corner of your screen
- **Local power users** – Your local power users have received training to support your faculty. You can contact your local power users to assist you with policy and functional related matters. Your local power users are:

Faculty/Unit	Last Name	First Name	Contact E-mail	Contact Extension
CSBO, Bookstore, Printing	Cichella	Rosa	<a href="mailto:cichella@yorku.ca">cichella@yorku.ca</a>	21038
CSBO, Financial Services	Chui	Grace	<a href="mailto:chiug@yorku.ca">chiug@yorku.ca</a>	77603
	Jin	Sherrie	<a href="mailto:sjin@yorku.ca">sjin@yorku.ca</a>	22758
	Sparkes	Wendy	<a href="mailto:sparkes@yorku.ca">sparkes@yorku.ca</a>	33551
	Tobia	Nicki	<a href="mailto:ntobia@yorku.ca">ntobia@yorku.ca</a>	33163
	Van Donkelaar	Jon	<a href="mailto:jonvan@yorku.ca">jonvan@yorku.ca</a>	30390
CSBO, Housing Administration	Sarracini	Linda	<a href="mailto:lsarrac@yorku.ca">lsarrac@yorku.ca</a>	33355
CSBO, Maintenance	DeSanctis	Denise	<a href="mailto:dds@yorku.ca">dds@yorku.ca</a>	55316
CSBO, Planning & Renovation	Scott	Edwina	<a href="mailto:escott@yorku.ca">escott@yorku.ca</a>	55758
CSBO, Security	Woodard	Amanda	<a href="mailto:woodard@yorku.ca">woodard@yorku.ca</a>	55301
Division of Advancement	Kartarahardja	Ivonne	<a href="mailto:ivonnek@yorku.ca">ivonnek@yorku.ca</a>	44305
Faculty of Education	Fernandes	Brenda	<a href="mailto:bfernandes@edu.yorku.ca">bfernandes@edu.yorku.ca</a>	55953
	Li	Grace	<a href="mailto:gli@edu.yorku.ca">gli@edu.yorku.ca</a>	66302
Faculty of Environmental Studies	Rutherford	Beverley	<a href="mailto:rutherb@yorku.ca">rutherb@yorku.ca</a>	22642
Faculty of Graduate Studies	Wong	Stephanie	<a href="mailto:wongs@yorku.ca">wongs@yorku.ca</a>	77831

Faculty/Unit	Last Name	First Name	Contact E-mail	Contact Extension
Faculty of Health	Gritsyuk	Renata	<a href="mailto:gritsyuk@yorku.ca">gritsyuk@yorku.ca</a>	20892
	Flores	Emanuel	<a href="mailto:floresem@yorku.ca">floresem@yorku.ca</a>	21082
Faculty of LA&PS	Ellis	Pat	<a href="mailto:patb@yorku.ca">patb@yorku.ca</a>	33584
	Javid	Aya	<a href="mailto:ajavid@yorku.ca">ajavid@yorku.ca</a>	20520
Faculty of Science	Booth	Wendy	<a href="mailto:wbooth@yorku.ca">wbooth@yorku.ca</a>	22804
	Golding	Monique	<a href="mailto:goldingm@yorku.ca">goldingm@yorku.ca</a>	55051
	Mao	Jin Min	<a href="mailto:jmao15@yorku.ca">jmao15@yorku.ca</a>	20755
	Markatas	Dimitra	<a href="mailto:dmarkata@yorku.ca">dmarkata@yorku.ca</a>	22316
	McLellan	Helen	<a href="mailto:helenm@yorku.ca">helenm@yorku.ca</a>	33109
	Xu	Maggie	<a href="mailto:mxu@yorku.ca">mxu@yorku.ca</a>	20946
Faculty of Science (Bethune College)	Park	Suzanne	<a href="mailto:spark@yorku.ca">spark@yorku.ca</a>	66456
Faculty of Science (Biology)	Jiang	Ming	<a href="mailto:mingj@yorku.ca">mingj@yorku.ca</a>	77850
Faculty of Science (Chemistry)	Bissoon	Natasha	<a href="mailto:chemasst@yorku.ca">chemasst@yorku.ca</a>	55246
Faculty of Science (Mathematics)	Carless	Anne-Marie	<a href="mailto:acarless@yorku.ca">acarless@yorku.ca</a>	33203
Faculty of Science (Natural Faculty of Science)	Lancia	Libi	<a href="mailto:llancia@yorku.ca">llancia@yorku.ca</a>	30303
Glendon College	Ng	Veronique	<a href="mailto:vng@gl.yorku.ca">vng@gl.yorku.ca</a>	416-487-6775
	Raad	Ornella	<a href="mailto:budgetoffice@glendon.yorku.ca">budgetoffice@glendon.yorku.ca</a>	88204
Glendon Facilities	Sinopoli	Sal	<a href="mailto:sal@yorku.ca">sal@yorku.ca</a>	66734
Lassonde School of Engineering	Lan	Zhang	<a href="mailto:lan.zhang@lassonde.yorku.ca">lan.zhang@lassonde.yorku.ca</a>	44533
Libraries	Parkinson	Gillane	<a href="mailto:gillanep@yorku.ca">gillanep@yorku.ca</a>	22375
Office of the VP Academic & Provost	Yee	Audrey	<a href="mailto:aye@yorku.ca">aye@yorku.ca</a>	30194
Office of the VP Finance & Admin	Condotta	Ida	<a href="mailto:condotta@yorku.ca">condotta@yorku.ca</a>	30300
Office of the VP Research & Innovation	Persaud	Chandra	<a href="mailto:cpersaud@yorku.ca">cpersaud@yorku.ca</a>	58284
	Sposato	Tina	<a href="mailto:tsposato@yorku.ca">tsposato@yorku.ca</a>	55479
Osgoode Hall Law School	Linstead	Tracey	<a href="mailto:tlinstead@osgoode.yorku.ca">tlinstead@osgoode.yorku.ca</a>	55496
	Noddle	Kelly	<a href="mailto:knoddle@osgoode.yorku.ca">knoddle@osgoode.yorku.ca</a>	55406
President's Office	Ping	Peng	<a href="mailto:ppeng@yorku.ca">ppeng@yorku.ca</a>	55200
School of the Arts, Media, Performance & Design	Forzley-Saad	Nadia	<a href="mailto:nforzley@yorku.ca">nforzley@yorku.ca</a>	33909
	Pecchia	Mary	<a href="mailto:mpecchia@yorku.ca">mpecchia@yorku.ca</a>	66266
Schulich School of Business	Zhuang	Cindy	<a href="mailto:czhuang@schulich.yorku.ca">czhuang@schulich.yorku.ca</a>	44309
University Information Technology	Bray	Michele	<a href="mailto:braym@yorku.ca">braym@yorku.ca</a>	77681
	Kwok	Ronny	<a href="mailto:kwok@yorku.ca">kwok@yorku.ca</a>	22670
Vice-Provost Students: Athletics & Recreation	Abaei	Elli	<a href="mailto:abaei@yorku.ca">abaei@yorku.ca</a>	88690

Faculty/Unit	Last Name	First Name	Contact E-mail	Contact Extension
Vice-Provost Students: Admissions, Communications & Client Services	Hussaini	Aisha	<a href="mailto:aishah@yorku.ca">aishah@yorku.ca</a>	33299
	Ziao	Stan	<a href="mailto:sxiao@yorku.ca">sxiao@yorku.ca</a>	22820

- **York Expense Desk** – Contact the York Expense Desk for assistance on policy or functional related matters or to report a technical related issue. Please contact:

Last Name	First Name	Email	Extension
Fermin-Peat	Sonia	<a href="mailto:ferminps@yorku.ca">ferminps@yorku.ca</a>	40150
Li	Piera	<a href="mailto:pierali@yorku.ca">pierali@yorku.ca</a>	20233
Liu	Yan	<a href="mailto:yliu2015@yorku.ca">yliu2015@yorku.ca</a>	22003