

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
Advancement Services & Operations	Kartarahardja	Ivonne	ivonnek@yorku.ca	44305
Athletics & Recreation	Abaei	Elli	abaei@yorku.ca	88690
Bookstore, Printing, Facilities Services	Cichella	Rosa	cichella@yorku.ca	21038
College Head Office (Bethune College)	Park	Suzanne	spark@yorku.ca	66456
Facilities Services	Scott	Edwina	escott@yorku.ca	55758
	Chui	Grace	chiug@yorku.ca	77603
	Jin	Sherrie	sjin@yorku.ca	22758
	Sparkes	Wendy	sparkes@yorku.ca	33551
	Tobia	Nicki	ntobia@yorku.ca	33163
	DeSanctis	Denise	dds@yorku.ca	55316
Faculty of Education	Fernandes	Brenda	bfernandes@edu.yorku.ca	55953
	Li	Grace	gli@edu.yorku.ca	66302
Faculty of Environmental & Urban Change	Rutherford	Beverley	rutherb@yorku.ca	22642
Faculty of Graduate Studies	Wong	Stephanie	wongs@yorku.ca	77831
	Condotta	Ida	condotta@yorku.ca	33305

Faculty/Unit	Last Name	First Name	Contact E-mail	Contact Extension
Faculty of Health	Gritsyuk	Renata	gritsyuk@yorku.ca	20892
	Flores	Emanuel	floresem@yorku.ca	21082
Faculty of LA&PS	Ellis	Pat	patb@yorku.ca	33584
	Javid	Aya	ajavid@yorku.ca	20520
Faculty of Science	Booth	Wendy	wbooth@yorku.ca	22804
	Golding	Monique	goldingm@yorku.ca	55051
	Mao	Jin Min	jmao15@yorku.ca	20755
	Markatas	Dimitra	dmarkata@yorku.ca	22316
	McLellan	Helen	helenm@yorku.ca	33109
	Xu	Maggie	mxu@yorku.ca	20946
Faculty of Science (Biology)	Jiang	Ming	mingj@yorku.ca	77850
Faculty of Science (Mathematics)	Carless	Anne-Marie	acarless@yorku.ca	33203
Faculty of Science (Division of Natural Science)	Lancia	Libi	llancia@yorku.ca	30303
Security Services, Community Safety Dept.	Woodard	Amanda	woodard@yorku.ca	55301
Glendon College	Ng	Veronique	vng@gl.yorku.ca	416-487-6775
	Raad	Ornella	budgetoffice@glendon.yorku.ca	88204
Glendon Facilities Services	Sinopoli	Sal	sal@yorku.ca	66734
Lassonde School of Engineering	Lan	Zhang	lan.zhang@lassonde.yorku.ca	44533
Office of the VP Academic & Provost	Yee	Audrey	aye@yorku.ca	30194
Office of the VP Research & Innovation	Persaud	Chandra	cpersaud@yorku.ca	58284
	Sposato	Tina	tsposato@yorku.ca	55479
Osgoode Hall Law School	Linstead	Tracey	tlinstead@osgoode.yorku.ca	55496
	Noddle Goodman	Kelly	knoddle@osgoode.yorku.ca	55406
President's Office	Peng	Ping	ppeng@yorku.ca	55200
School of the Arts, Media, Performance & Design	Forzley-Saad	Nadia	nforzley@yorku.ca	33909
	Pecchia	Mary	mpecchia@yorku.ca	66266
Schulich School of Business	Zhuang	Cindy	czhuang@schulich.yorku.ca	44309
University Information Technology	Bray	Michele	braym@yorku.ca	77681
	Kwok	Ronny	kwok@yorku.ca	22670
Vice-Provost Students	Hussaini	Aisha	aishah@yorku.ca	33299

- **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	ferminps@yorku.ca	40150
Li	Piera	pierali@yorku.ca	20233
Liu	Yan	yliu2015@yorku.ca	22003