FI$Cal User Support Options

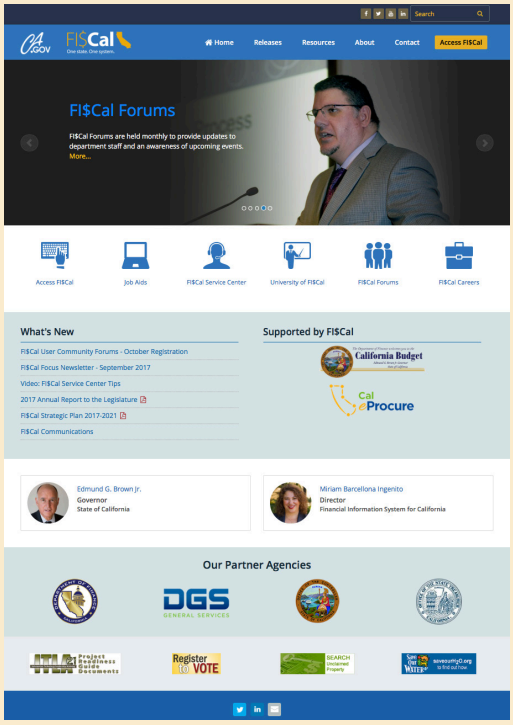
One state. One system.

The Department of FI$Cal's support options range from self-help tools to interactive lab sessions led by Subject Matter Experts. All live departments (those already in the system) may take advantage of the following opportunities:

Online Tools

Help users solve problems quickly and independently.

- Supplemental job aids provide step-by-step instructions for common transactions. Recently updated or new job aids are listed in each month's Focus newsletter.
- Users may visit the University of FI$Cal webpage for general tutorials on various business transactions.
- FI$Cal publishes Quick Fix videos on YouTube that are designed to help address common issues and frequently asked questions.
- When logged into FI$Cal, users can access the help link (Do It!) for context sensitive help. "Do It!" mode opens in a small window on top of the FI$Cal window and displays each step of a particular task, showing you how to complete the task.



Super Users

For questions about how to transact a department-specific business process, your department's designated Super Users have the highest level of training in FI$Cal.

Your Super Users know how to transact in the FI$Cal system and have been identified as experts in your department's business requirements.

If you don't know who your Super Users are, please contact your Department Liaison or your FI$Cal Readiness Coordinator.

(more)

User Support Options

FI$Cal Service Center

For help beyond the online tools and what a Super User can provide, existing end users may call (855-347-2250), email (fiscalservicecenter@fiscal.ca.gov) or open an online ServiceNow ticket with the FI$Cal Service Center (FSC). A well-documented email or ServiceNow ticket with screen shots helps FSC staff identify and resolve problems without asking for more information. Users may also request to share their screen via WebEx so FSC agents can view customer issues first-hand.

User Support Labs

User Support Labs (USLs) take place at FI$Cal headquarters every week, Tuesday through Thursday, and are staffed by FI$Cal Subject Matter Experts (SMEs) from the On-Site Support Office. Each regularly scheduled lab covers a specific topic in the PeopleSoft functionality. Live departments transacting in the system may access the USL request form on the FI$Cal website to schedule attendance for their end users. End users should complete all required training before they can attend a lab session.

Additional information and topic/SME schedule are available on the USL form which can be found on the Resources page at fiscal.ca.gov.

Note: For Hyperion Business Support, please contact your Department of Finance Budget Analyst.

On-Site Support Office

The primary function of the FI$Cal On-Site Support Office is to assist departments with Month End and Year End Close, in collaboration with the Department of Finance. When departments experience obstacles that are not resolved through the FSC or User Support Labs, the On-Site team may initiate a home office visit. The On-Site Support Office does not schedule home office visits at a department's request.

For additional information, or to access many of these Support Options, visit our website:

www.fiscal.ca.gov