The FI$Cal system is a true accounting system that requires a new skillset for many end users. A department's ability to reconcile and close months is a measure of how well its users are performing in the FI$Cal system. To facilitate success for new and existing end users, FI$Cal has dedicated resources to assist with month-end and year-end close activities.

FI$Cal Service Center (FSC)

FI$Cal has FSC staff to provide month-end and year-end close user support. They work in collaboration with the Department of Finance and State Controller's Office. FSC team members examine reports and queries and interpret errors to resolve incidents.

User Support Labs

As of March 2020, FI$Cal changed User Support Labs to virtual sessions. End users are able to attend sessions online and receive help completing transactions that prevents them from closing periods from FI$Cal subject matter experts.

Weekend Support

FSC staff work on Saturdays from July through mid-September to support departments working overtime during fiscal year-end close.

MEC/YEC Ticket Express Lane

The FI$Cal Service Center prioritizes month-end and year-end related tickets for resolution on transactions that are preventing departments from closing months.

Self-Reporting Tool

FSC, in collaboration with the system integrator, developed a self-reporting tool available when users are logged into the system. This tool displays the steps for closing months, provides links to job aids on how to close months, and makes available queries and reports required to close months. Job aids are updated and accurate for close tasks. The self-reporting tool is a one-stop "how-to" online manual for month-end close.

Department 360

The Department 360, available when logged into the FI$Cal system, allows end users and managers to easily monitor transactional progress, and find and correct errors that may be preventing close.

Ongoing Partner Support

FI$Cal works with the Department of Finance and the State Controller's Office to coordinate support and reporting for department users.

MEC Automation Tool

A tool to automate month-end close and streamline the process so that the system will automatically close the period if no errors are found for the chosen submodules or AM/GL.