FI$Cal
One state. One system.

User Support Options

The Department of FI$Cal's support options range from self-help tools to interactive lab sessions led by subject matter experts. End users may take advantage of the following opportunities:

SELF-SERVICE TOOLS

Password Reset
End users can reset passwords instantly from the Access FI$Cal login page, eliminating unnecessary delays caused by system lockout.

Automated Role Request
Departmental Authorities/Designees can use the automated Identity Self-Service Portal for all role changes.

Operational Insights Dashboard
The Operational Insights Dashboard is a powerful new tool for end users to filter and analyze their department transactions. This tool helps departments determine what tasks need to be completed to reconcile and close books.

Department 360
The Department 360 Dashboard is available to end users in the FI$Cal PeopleSoft application. This tool provides quick access to several tools and reports displayed in user-friendly tiles. Currently there are seven tiles on the dashboard: FSC Tickets, FI$Cal Dashboard, Encumbrances, Expenditures, Receivables, GL/KK Data Sync, and Error Dashboard. FI$Cal will continue to improve the Department 360 with new tiles going forward.

Automated Service Request
The ServiceNow portal, available when logged into the system, allows users to create service requests directly to the FI$Cal Service Center. In addition to guiding users through the ticketing process, the portal displays open tickets and requests, and includes a searchable database with "how to" information and solutions for common issues.

MEC Automation Tool
A tool to automate month-end close and streamline the process so that departments can send an automated email request to the State Controller's Office (SCO) to close their months without sending tickets to the FI$Cal Service Center.

ONLINE AND INSTRUCTOR LEARNING

How-to Help
Online job aids provide step-by-step instructions for common transactions. Users may subscribe to receive job aids on specific topics.

Online Training System
Users may visit the FI$Cal Learning Center portal for a one-stop learning experience to help end users master the skills needed to become confident and successful FI$Cal users.

Video Tutorials
FI$Cal publishes how-to videos on YouTube that are designed to help address common issues and frequently asked questions.

Context Sensitive Help
While logged in and transacting in the system, all users can access the help link (Do It!) for context-sensitive help.

Virtual Chat Agent
When transacting in the procurement module, users can interact with a chatbot to receive answers to common questions. This functionality will expand through all transactional modules of FI$Cal.

Instructor-Led Assistance
Virtual User Support Labs are available for end users to receive help from FI$Cal subject matter experts in completing work assignments they bring from their departments. End users can request a Virtual User Support Lab session by submitting a completed USL request form to the FI$Cal Service Center. Virtual Instructor Led Training courses are offered through the FI$Cal Learning Center Portal each month across several modules.

FI$CalTv
Once a month, end users can connect with FI$Cal Subject Matter Experts to help answer questions about specific topics and to provide valuable tips, tricks, and information about FI$Cal.