

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



Identity Self-Service Portal

Departmental Authorities/Designees can use this automated portal for all role changes.



Operational Insights Dashboard

This tool enables end users to filter and analyze their department's transactions, helping determine what tasks need to be completed to reconcile and close books.



Department 360

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: FI\$Cal Service Center (FSC) Tickets, FI\$Cal Dashboard, Encumbrances, Expenditures, Receivables, GL/KK Data Sync, and Error Dashboard.



ServiceNow Portal

Available when logged into the system, this portal allows end users to create service requests directly to the FSC. In addition to guiding end 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.



Month-End Close Automation Tool

A tool that automates month-end close and streamlines the process so that departments can send an automated email request to the State Controller's Office to close their months without sending tickets to the FSC.



Business Intelligence Tools

Tools for end users transacting in the FI\$Cal system to create and use interactive dashboards and data analysis for advanced analytics.

ONLINE AND INSTRUCTOR LED TRAINING



FI\$Cal Learning Center

End users can visit this online training portal for a one-stop learning experience for help mastering the skills needed to become confident and successful FI\$Cal end users.



Job Aids

Online step-by-step instructions for common transactions. End users may subscribe to receive job aids on specific topics.



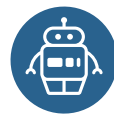
Video Tutorials

FI\$Cal publishes how-to videos on the FI\$Cal Learning Center (FLC) and the FI\$Cal YouTube channel that are designed to help address common issues and frequently asked questions.



Context Sensitive Help

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



FI\$Bot

When transacting in the FI\$Cal system, end users can interact with this virtual chatbot to receive answers to common questions.



User Support Labs

Virtual user support labs (USL) are available for end users to receive help from FI\$Cal subject matter experts in completing work assignments. End users can request a USL session by submitting a completed USL request form to the FSC.



Virtual Instructor-Led Training

Virtual Instructor-Led Training courses are offered each month across several modules. Course information and registration are available through the FLC.



FI\$CalTv

Once a month, end users can connect with FI\$Cal subject matter experts through these online broadcasts and get valuable tips, tricks, and information about the FI\$Cal system.