

# ***FI\$Cal Training Academy***

## ***Frequently Asked Questions***

### ***1) I am having trouble signing in. What can I do?***

If your user name and password have been correctly entered as (Lastname.Firstname@yourdept) and you cannot login, try using the default password “welcome.” If that doesn’t work, you can click on “Reset Password” at bottom of log-in screen or you may contact us at [fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov) for assistance.

### ***2) Is there a recommended browser?***

FI\$Cal recommends Internet Explorer 9 or above. If you have any issues opening course files such as PowerPoint or User Productivity Kit (UPK) files please contact us for assistance at [fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov).

### ***3) Will the PowerPoint section of the course indicate completed automatically when I finish viewing it?***

No. There is a tab at the bottom of the lesson screen for you to indicate you have completed the PPT section for the course.

A rectangular button with rounded corners, containing the text "Mark as completed" in a blue font. The button has a thin blue border.

### ***4) I have taken portions of a class, but my “Learning Modules” page doesn’t reflect it. Why?***

You may need to click on the refresh button on your browser as the system may need to refresh to show any recent changes. If your rate of completion does not update, please contact us at [Fiscal.cmo@fiscal.ca.gov](mailto:Fiscal.cmo@fiscal.ca.gov).

### ***5) How much time does it take to complete an online course?***

The estimated time to complete FS 101, FS 102 and PO 115 is approximately one hour for each course. The estimated time to complete FS 102 is two hours.

Note: If you begin a PowerPoint presentation in these courses and exit before completion, upon return the presentation will start over. You may advance forward to the point that you previously exited the presentation by clicking on the next button in the presentation. Upon completion of the presentation be sure to click on “mark as completed” as indicated at the bottom of the course screen once the presentation file is closed.