# FISCal Service Center Ticket Request 1.0

# Supplemental Job Aid

Date**:** 06/28/2019

Target Audience**:** All FISCal Users

Purpose**:** This supplemental Job Aid provides FISCal users the steps to submit a Ticket Request to the FISCal Service Center (FSC) using either a Microsoft Outlook template or a PDF form. FISCal users can access the Ticket request options from the public website or from within the FISCal PeopleSoft application.

• SECTION 1: Submit Ticket Request from FISCal website.

Part 1: Submit a Ticket request for Microsoft Outlook users.

Part 2: Submit a Ticket request for Non-Microsoft Outlook users.

• SECTION 2: Submit Ticket Request from within FISCal PeopleSoft Application

# **SECTION 1**: Submit Ticket Request from FISCal website

Part 1**:** Submit a Ticket request for Microsoft Outlook users

Step 1**:** From the FISCal homepage, click the **Access FI$Cal** button. On the **Access FI$Cal** page, click the **FSC Email Ticket Template (Outlook Users)** link. A Microsoft Outlook pre-populated email message will open.



Step 2**:** All fields are required and must be completed.



Step 3**:** In the **Subject** field**.** Enter your department’s Business Unit (BU), department acronym and brief description of issue. For example: “0840, DSC, can’t access FISCal application”.



Step 4: Enter the **Business Unit (BU)**. Enter a 4-digit numeric value e.g., "0840".

Step 5: Enter the **Dept. Acronym**. Enter a text value e.g., "DGS, SCO, etc.".

Step 6: Enter the **Impacted User.** Enter first and last name of impacted user.

Step 7: Enter the **Phone Number**. Enter a number value e.g., "916-576-4560".

Step 8: Select **Module Impacted**. Select a value e.g., “GL-General Ledger”

Step 9: Select **Business Impact**,choose one option.

Step 10: Enter any **Related Tickets**.

Step 11: Enter a detailed **Description of issue**.

Step 12: Select one **Availability** checkbox(s) for best time to contact.

Step 13: Select one **Preferred Method of Contact**.

Step 14: Attach any relevant Screenshots, Replication Steps, Navigation path, Report Names, Relevant Files (Voucher Spreadsheet Upload, Reconciliation Reports, etc.) to this email message.

Step 15: Click the **SEND** button in your Outlook.

# SECTION 1: Submit Ticket Request from FISCal website

Part 2**:** Submit a Ticket request for Non-Microsoft Outlook users.

Step 1**:** On the **Access FI$Cal** page, click the **FSC Ticket Request Form (Non-Outlook users)** link. A PDF form will open on your desktop.

Step 2**:** All fields are required and must be completed. Please attach this form via e-mail to: fiscalservicecenter@fiscal.ca.gov. For further assistance please call: (855) 347-2250.



Step 3: Enter your **Name**. Enter a text value e.g., “Jane Doe”.

Step 4: Enter your **Dept. Acronym**. Enter a text value e.g., "DGS, SCO".

Step 5: Enter your **Business Unit (BU)**. Enter a 4-digit numeric value e.g., "0840".

Step 6: Check radio box for **Preferred Contact Type**, check E-mail or Phone.

Step 7: Enter your 9-digit **Phone number**. Enter a number value e.g., "916-987-4561".

Step 8: Check one option for **Preferred time for contact**. Or enter specific time in **Other** field.

Step 9: Enter **Brief Description** of your issue.

Step 10: Select dropdown option for **Module**. Select a value e.g., “AR-Accounts Receivable”

Step 11: Enter text for any **Related tickets to issue**.

Step 12: Select dropdown option for **Impact**.

Step 13: Select dropdown option for **Urgency**.

Step 14: Enter text for **-Steps taken, -Report Names, or -Any additional Information**

Step 15**:** Attach this completed PDF form along with any relevant screenshots or files and to an email and send to**:** **fiscalservicecenter@fiscal.ca.gov**

# SECTION 2: Submit Ticket Request from within FISCal PeopleSoft Application

Step 1**:** Log into to the FISCal application. The links for selecting how to send the FSC Ticket Request are displayed under the **Service Center**.

Step 2**:** Follow SECTION 1: Part 1 or SECTION 1: Part 2.

## Fiscal Peoplesoft application home page. Service Center section highlighted.

*You have completed the FISCal Service Center Ticket Request Job Aid.*