

Date: June 14, 2012

Topic: Webinar Questions and Answers

Remedy:

1. Q: For Counties that have 2 Remedy users, should the other users use Tier 1 then Tier 3 support?
A: If an agency has more than 2 fiscal staff/RMS coordinators that work with Web RMS and CFIS Web then the agency may have the additional staff that are not Remedy users work with the staff that are Remedy users; or they can contact their fiscal supervisor; or call the CFIS Help Desk.
2. Q: Is there any way within the county for one Remedy user to check tickets of the other Remedy user?
A: No, Remedy users can only see the tickets they create. However, if a user needs to follow up on another user's ticket they can send an email to the CFIS Help desk with the Remedy ticket number and ask for an update.
3. Q: Can we still go into CFIS Web production site to continue our training?
A: No, agencies should not use the production site until July 2. However, the training website is available for agency use and can be found at <https://CFIStraining.odjfs.state.oh.us>.
4. Q: Will we also send Web RMS problems to BCFTA through Remedy?
A: Yes, Web RMS issues can be sent through Remedy.
5. Q: How will the RMS Coordinators have their issues addressed in Remedy?
A: The RMS coordinator would need to be a Remedy user to utilize Remedy. If they are not a Remedy user then they can work with the Remedy user within the agency, contact their fiscal supervisor, or call the CFIS Help Desk.
6. Q: If the Remedy user and backup are both out of the office, at training, does all work stop if there is a CFIS problem until they get back?
A: If both Remedy users are out then the agency can contact the fiscal supervisor or call the CFIS Help Desk.

RSSReader

1. Q: How do we access the RSS feed you spoke of to get the update notifications?
A: Directions to accessing the RSSReader can be found on the BCFTA Website http://jfs.ohio.gov/Ofs/bcfta/RSS_DIR.stm.
2. Q: Did we understand you correctly that there is a way to get notices when there is an update to the BCFTA web site?
A: Agencies can install the RSSReader which notifies them of any changes or updates to the website without having to repeatedly check for these changes. Please refer to question above for the website link for RSSReader.

Budget Notifications:

1. Q: You said that SFY 13 budget allocations will be issued in CFIS web and available to us on 7/2/12. Will we also be receiving addendum letters thru the CFIS mailbox? If yes, will it be prior to the 7/2 date?
A: No, agencies will not receive addendum letters for SFY 13 budgets. Agencies will receive a BCFTA Update stating that SFY 13 budgets have no significant changes. After 7/2, agencies will have the ability to see budgets in a variety of CFIS Web reports. The Budget Notification report is an example of one of the reports and is similar to the allocation letters agencies received in the past.

If you have any questions, please contact your fiscal supervisor.