Identity Self-Service (ISS)
Frequently Asked Questions

What is a Departmental Authority or Designee (DAD)?

The Departmental Authorities, or their Designee(s) (DAD), are the only State employees who can authorize access to the FI$Cal system for their Department.

The Departmental Authority must be the Department Director, Executive Director (for Boards, Commissions, or Authorities), Chief Deputy (for Constitutional Offices), or Agency Secretary (for State Agencies).

Once appointed, a Designee can authorize users on behalf of the Departmental Authority.

Can a Departmental Designee appoint a new Designee?
Yes.

Can a Designee request roles for another Designee?
Yes.

Can a Departmental Authority request a role for themselves?
No, but the Designee can request a role for the Departmental Authority.

Who can remove an existing Departmental Authority?
A Departmental Authority can be removed by a successor Departmental Authority, Chair of a Board, Commission or Authority, or a Constitutional Officer.

Who can remove an existing Departmental Designee?
The Departmental Authority or another Designee can remove an existing Designee.

Can users request roles for themselves?
No, users cannot request roles for themselves, including Designees (DADs).

Who is my Department's Authority or Designee?
Please contact your Department Liaison to determine your department's Authority or Designee. A list of Department Liaisons can be found here: https://fiscal.ca.gov/user-support/end-user-resources/

Can I use FI$Cal Identity Self-Service Portal (ISS) to set-up a DAD?

No. Departments must send the FI$Cal Departmental Authority and Designee (DAD) Form to the FSC. Link to form: https://fiscal.ca.gov/user-support/fiscal-service-center/end-user-access/

How do I gain access to FI$Cal?

Your department needs to submit request through FI$Cal Identity Self-Service Portal (ISS) to create a new user account and then add the required role(s) for access. Link to FI$Cal Identity Self-Service Portal: https://fiscal.ca.gov/access-fiscal/

Can anyone besides a Department Authority or Designee enter user access requests in FI$Cal Identity Self-Service Portal (ISS)?

Yes. Departments can set-up Departmental Requesters in ISS to enter the user access requests for Department. The requests will be routed to the Authority or Designee for their approval.

Where can I find more instructions for FI$Cal Identity Self-Service Portal (ISS)?

FI$Cal website provides ISS job aids with step-by-step instructions and screen shots. Link for job aids: https://fiscal.ca.gov/user-support/job-aids/
Use the drop down filter in the Categories Filter and select Identity Self-Service.

How do I re-set my FI$Cal password?

You can use the "Forgot Password" hyperlink on password entry page. Or you may contact the FSC (FI$Cal Service Center) and they can assist.