

Problems concerning your JFICS access using PKI

Conditions That May Prevent Access to JFICS	Corrective Actions
Your Single Sign On (SSO) password has expired.*	You will need to re-set your SSO password. Call the Fiscal Service Help Desk at 1-304-480-7777 for assistance with your SSO password re-set. A password re-set can be accomplished in short order.
Your PKI token was lost, damaged, or you never received a PKI package.	You need to re-enroll or enroll for the first time. Call the Fiscal Service Help Desk at 1-304-480-7777 to request an enrollment package.
You received your PKI package more than 30 days ago but never used it to log into JFICS.	Your authorization code and reference number will have expired. Contact your local IT support/local administrator, who in turn should contact the Fiscal Service Help Desk at 1-304-480-7777. Your IT support should request a PKI authorization code and reference number and request assistance with the PKI installation. New codes can be provided almost instantly over the phone. The reference number will be sent by email.
You received your PKI package, but the ITRA software was never installed on your desktop.	Contact your local IT support/local administrator to assist you with installation of the ITRA software. If your IT support/local administrator has problems with the software installation they may contact the Fiscal Service Help Desk at 1-304-480-7777 to obtain assistance.

* Note: You are required to reset your Single Sign On (SSO) password every 90 days, regardless of whether or not you have recently logged on to Fiscal Service SSO applications. Please take note of ITIM email reminders and reset your password promptly.

Finally, when contacting the Fiscal Service IT Service Desk, always inform the Service Desk Analyst that your request must be routed to “PKI Tier 2” for JFICS support. Emphasize that JFICS is a payment application and that your request requires high priority attention.