



Virginia Department of Accounts

Financial Accountability. Reporting Excellence.

Financial Certification Website Administrative Manual

Clerks of the Circuit Court

~April 2012~

Financial Certification Website Administrative Manual

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Financial Certification Website Administrative Manual

Financial Certification Website Overview

Introduction DOA has developed a web-based system to provide localities the ability to certify to DOA monthly that they have reconciled their internal accounting records to CARS, the official accounting record of the Commonwealth.

Along with the Certification, localities should provide notification of any processing irregularities (adjustments) that need to be corrected by DOA. Clerks of the Circuit Court and their designees may access the **Financial Certification Website** at <http://certification.doa.virginia.gov>.

This Website has been designed to be as user friendly as possible and requires little intervention from outside resources. However, DOA realizes that there may be functions individuals may need assistance with and has developed this administrative manual to aid Website users. A **Contact Us** link is also available throughout the Website, where a user can email DOA and receive a response.

- Access Requirements**
- Browser must be enabled for Java Script.
 - Browser must be enabled for Cookies.
 - Browser must be enabled for Secure Socket Layer (SSL) Security (128-bit version).
 - If connecting to the site from behind a firewall or proxy server it must allow SSL (port 443) communication.
 - ***Internet Explorer*** or ***Netscape*** browsers, version 4.0 or higher.
 - Designed to be viewed at a screen resolution of 800 by 600 or greater, with a minimum of 256 colors.
 - Connection speed of 56k modem (or higher) is highly recommended.
-

Web Address <http://certification@doa.virginia.gov>

Financial Certification Website Administrative Manual

Financial Certification Website Security

Authority The Code of Virginia (58.1-816) requires each Locality to certify to the State Comptroller that its internal records have been reconciled to CARS, the official record of the Commonwealth. Each Clerk may designate a maximum of two alternates to submit the certification on the Website.

Gaining Access to the Website In order to gain access to the Financial Certification Website, the Clerk of the Circuit Court will need to complete the Locality Security Maintenance Form.

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Financial Certification Website Administrative Manual

Financial Certification Website Security, Continued

Completing the Locality Security Maintenance Form

The automated *Certification Locality Security Maintenance Form* is located on DOA's website at www.doa.virginia.gov under the DOA Forms link. The form should be completed online by the Clerk using the instructions below. Once all information is entered, click the 'Submit to DOA' button (top of the form), which will generate an email from the Clerk. The email will be sent to the appropriate DOA staff at certification@doa.virginia.gov. If there are questions, they should be directed to this email address. After receipt of the form the user will be emailed a temporary password.

The Clerk enters their *Name*, *Locality Name* (from drop down menu), *Phone Number* and *E-mail address*. The *Function* is entered based on the purpose of the form. If access needs to be established for a user, the function should be 'A'. If a change is being made to the user's current access, the function should be 'C'. And finally 'D' if the access of the user needs to be deleted.

User ID is standard and begins with a C and continues with the three digit FIPS Code. Alpha character A, B or C should follow (i.e. C001A, C001B, and C001C). Only three users are allowed access.

User Type 1 is an *Administrator*. The administrator submits the monthly certification, exceptions (if any), receives all system-generated emails (i.e. late notices, extensions) and requests deadline extensions from the Department of Accounts. Preferably the Clerk would be set up as a User Type 1 but may designate other personnel as an administrator.

User Type 2 is a *General User*. All other users will be general users. General Users can submit only the monthly certification and exceptions (if any).

Information pertaining to the user should be entered in the remaining fields under User Information. The include *First Name*, *Last Name*, *Locality*, *Phone Number* and *E-mail Address*. Each of these fields is required.

Access Localities are selected from the drop down menu. Select the FIPS Code for your locality and any additional localities to which the user requires access.

Please leave blank the portion below the Department of Accounts Use Only bar.

Continued on next page

Financial Certification Website Administrative Manual

Financial Certification Website Security, Continued

**Completing the
Locality
Security
Maintenance
Form**
(continued)

**Financial Certification Website
Certification of Locality Reconciliation to CARS Reports
Security Maintenance Form**

I hereby request to have security to the Financial Certification Website set up for my locality as specified below. I certify that this locality maintains a system of internal control over on-line access to the Financial Certification Website adequate to prevent unauthorized access to or changes in the data contained therein, and that the use of this form constitutes an integral part of that internal control system.

Name: _____

Locality: _____

Phone Number: _____ **Extension:** _____

E-mail Address: _____ **Date Submitted:** _____

Function: _____

User Information

User ID: _____ **User Type:** _____

First Name: _____ **Last Name:** _____

Locality: _____

Phone Number: _____ **Extension:** _____

E-mail Address: _____

Access Localities

Department of Accounts Use Only

The security maintenance specified above:

Meets requirements specified in the CAPP Manual.

Does not meet CAPP Manual requirements and will be returned to locality.

Data Entry by: _____ **Date:** _____

DOA Review: _____ **Date:** _____

Financial Certification Website Administrative Manual

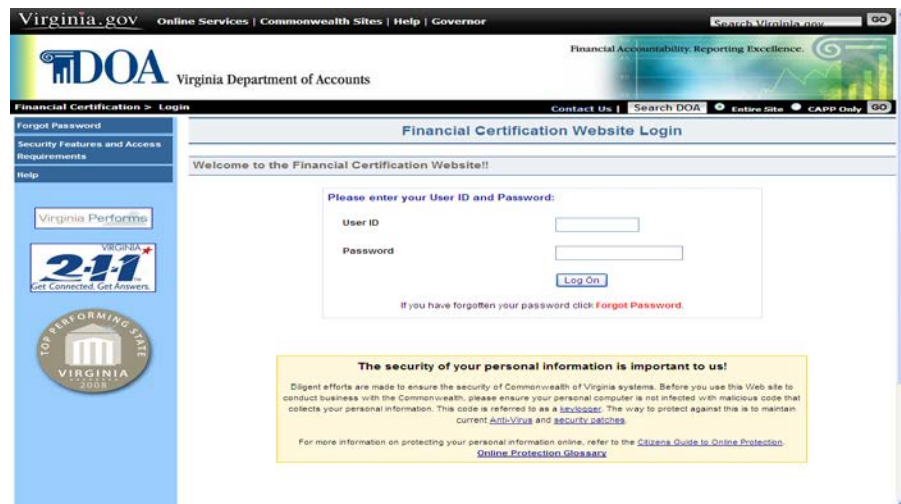
Accessing the Website

Access the Website

Perform the following steps to access the Website.

Step	Action
1	Go to the DOA Website: www.doa.virginia.gov
2	Select Financial Certification under Links in the right-hand margin. Note: Users may also type in the direct link in the address bar on their internet browser http://certification.doa.virginia.gov/ .

Log On



Step	Action
1	Enter the User ID assigned by DOA.
2	Enter the User Password.
3	Click on the Log On button or press Enter.

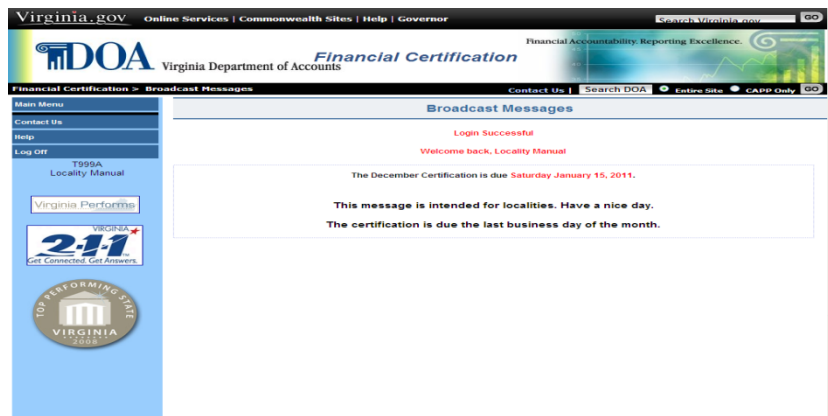
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Financial Certification Website Administrative Manual

Accessing the Website, Continued

Log On
(continued)

This links the user to the Broadcast Messages page for important information and other menu selections.



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Financial Certification Website Administrative Manual

Accessing the Website, Continued

First Access for New Users After logging on the first time, a user should change their password to a personalized password and set up their personal options. The user edits his **Personal Options** by selecting:

Step	Action
1	Select Main Menu in the left margin
2	Select Personal Options in the left margin. This brings the user to the View Personal Options screen
3	Select Edit Personal Options

Edit Personal Options At the **Edit Personal Options** screen, create a personalized **Password** that meets the site's six security standards as follows:

Passwords must:

1. be at least eight characters in length
2. utilize at least three of the following four:
 - a. special characters (\$! @ { } & ~ + ? []) _ ,
 - b. upper case alphabetical characters (A - Z),
 - c. lower case alphabetical characters (a - z),
 - d. numerical characters (0-9),
3. not contain spaces or ('), (<), (>), or (#)
4. not match last 24 passwords
5. not match assigned temporary password
6. not be changed more than once per day.

Enter a valid **Email Address** (enter twice for verification) and two **Challenge Questions** of your choice. Create a **Password Hint**. After you have entered all of the required data on the **Edit Personal Options** screen, click **Accept**. If all criteria have been met, the screen returns with **Record Updated**.

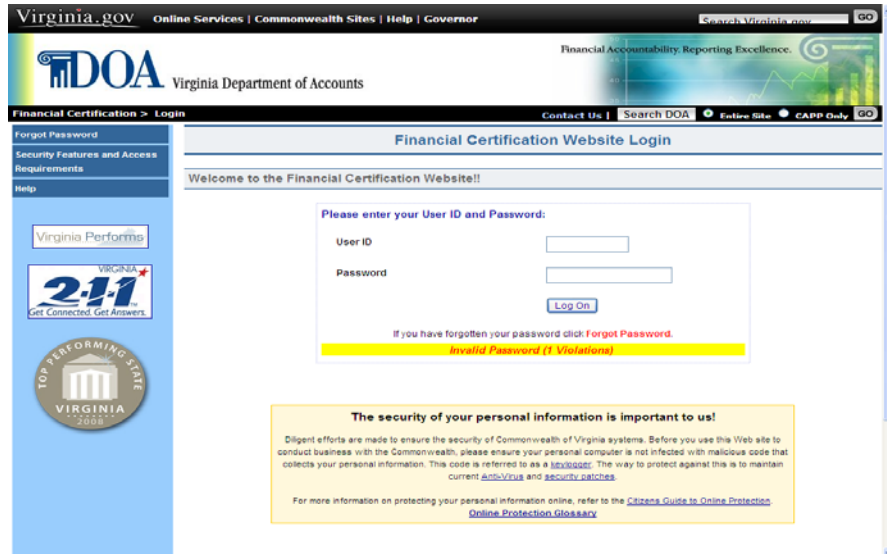
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Financial Certification Website Administrative Manual

Accessing the Website, Continued

Forgot Password

If a user enters their User ID and an invalid password, you receive the message: **Invalid Password (#Violations)**.



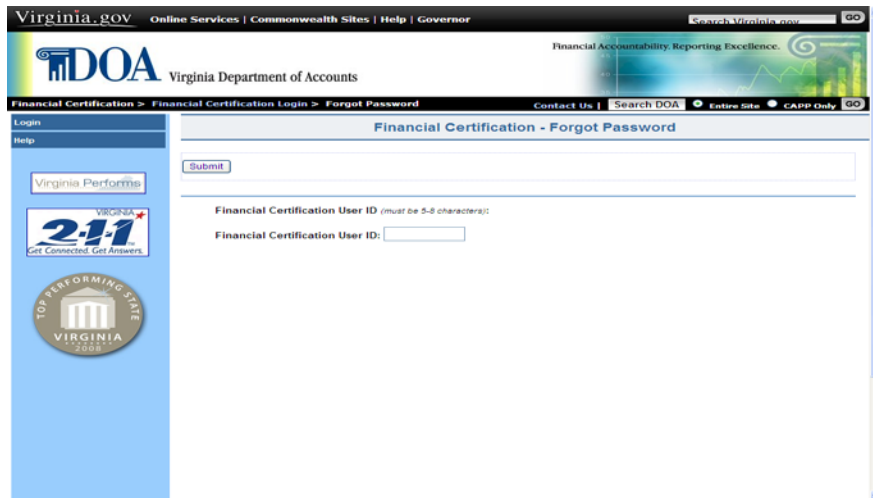
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Financial Certification Website Administrative Manual

Accessing the Website, Continued

Forgot Password (continued)

The user may attempt to enter their User ID and password again or click the **Forgot Password** button.



Clicking **Forgot Password** links the user to the **Forgot Password** page. Here, the user is asked to enter their previously-assigned User ID and then clicks *Submit*. Additionally, if the user has set up answers to the challenge questions, the next screen will prompt the user to answer the questions. If answered correctly, the user is allowed to change their password and other personal information.

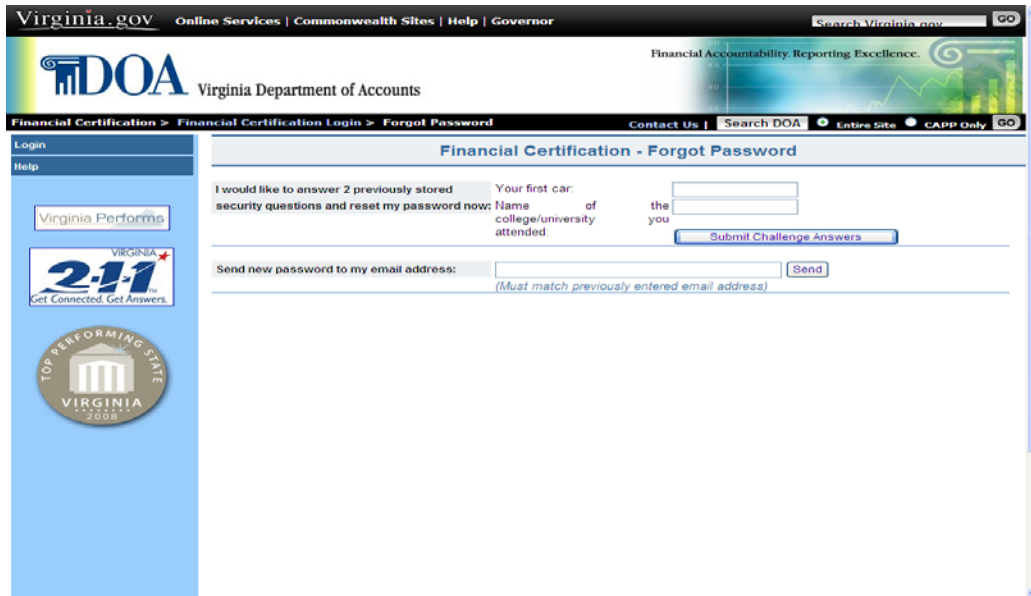
If the user cannot remember the challenge question answers, they can enter their email address in the box provided and then click **Send**. If the email address matches the one previously entered, the user is asked to enter a personal phrase. A temporary password is then emailed to the email address entered. The user can then use the temporary password, along with the personal phrase to log in. The user would then have to establish a permanent password. A password may not be changed more than once in a 24-hour period.

Continued on next page

Financial Certification Website Administrative Manual

Accessing the Website, Continued

Forgot Password (continued)



The screenshot shows the 'Financial Certification - Forgot Password' page on the Virginia.gov website. The page has a blue header with the DOA logo and navigation links. The main content area is titled 'Financial Certification - Forgot Password' and contains a form with the following fields and buttons:

- A message: 'I would like to answer 2 previously stored security questions and reset my password now:'
- A form field for 'Your first car:'
- A form field for 'Name of college/university attended:'
- A form field for 'the you' (part of a question)
- A 'Submit Challenge Answers' button
- A form field for 'Send new password to my email address:'
- A 'Send' button
- A note: '(Must match previously entered email address)'

The sidebar on the left includes a 'Login' link, a 'Help' link, and logos for 'Virginia Performs', '2-1-1', and 'TOP PERFORMING STATE VIRGINIA 2008-2009'.

After 5 (five) failed logon attempts, the following message is displayed **Account suspended due to security violations**. A user that suspends their password will need to contact DOA through the **Contact Us** button and request their ID be reset.

If a user decides to have his password e-mailed, the e-mail address has to be entered into the box provided and then click **Send**.

If the e-mail address does not match the one stored in the security record, the message **Email address (circuitcourt@courts.state.va.us) did not match** displays. The user then has the option of entering the response to the two challenge questions, if previously completed, or entering the correct email address.

Financial Certification Website Administrative Manual

Navigating the Website

Navigation

Navigation buttons located in the left-hand margin of the page link the user to other Certification screens or perform requested functions as described below. The list of navigation buttons varies depending on the page and the function that is available from that particular location.

Button	Description
Broadcast Messages	Links the user to the Broadcast Messages page where global messages and updates can be viewed.
Special Announcement	If the button appears, it links the user to a Special Announcement regarding the Certification process.
Help	Links the user to detailed information about the current page and the selections available on the page.
Main Menu	Links the user to the Main Menu page. This is the central navigation page for the Financial Certification Website.
Add Certification	Links the user to the pages used to certify that the locality has reconciled as well as to notify DOA of corrections that are needed.
View Certification	Links the user to pages used to view certification information that has been previously entered and to make changes up to the due date of the current month's certification.
Personal Options	Links the user to a page containing their personal data such as name and email address. Changes to personal information are made on this page.
Request Extension	Links the user to a page that allows them to request an extension beyond the prescribed due date. The user must have security access with Administrator capability to have this selection.
Printer Friendly Version	Provides a summary of the certification that can be printed by the locality for their records.
Contact Us	Allows the user to send an e-mail with suggestions and/or questions to DOA.
Log Off	Returns the user to the Log On page and signs the user out of the Financial Certification Website.

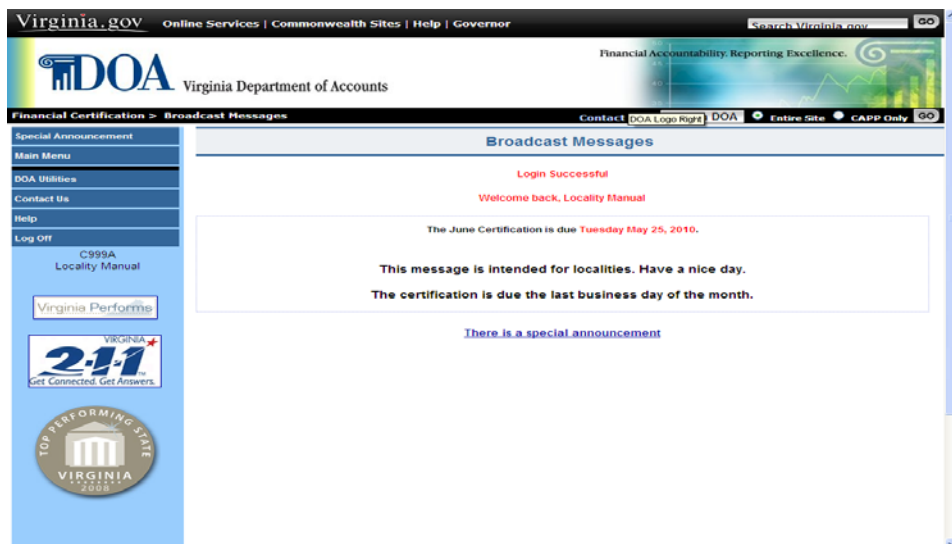
Financial Certification Website Administrative Manual

Broadcast Messages

Review Broadcast Messages

The **Broadcast Messages** screen provides pertinent information to Website users. DOA will place messages regarding the Certification process or other important information on this page.

The Locality should review the **Broadcast Messages** periodically to be aware of updates or changes to the process. Additionally, if any special announcement needs to be communicated to the locality, the statement will appear at the bottom of the screen *'There is a special announcement'*. Click on the statement, read the announcement, and delete the message when appropriate.



Financial Certification Website Administrative Manual

Main Menu

Access Main Menu

The **Main Menu** is the central navigation screen for the **Certification** process. To access, the user would select the **Main Menu** button from the list of choices in the left-hand margin on the **Broadcast Messages** screen).



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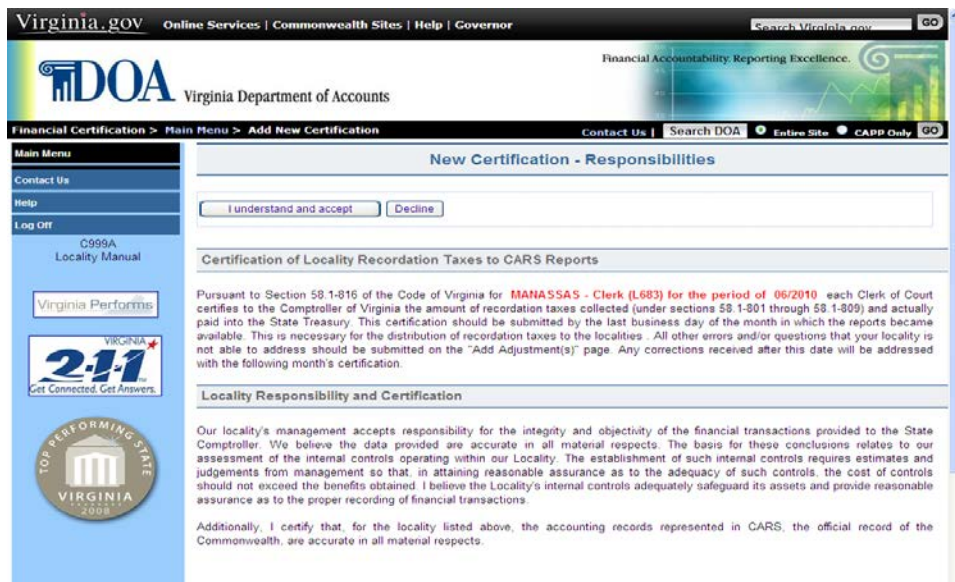
Adding a Certification

Add Certification

Clerks of the Circuit Court are required to certify to DOA that the locality has reconciled their internal records to CARS transactions/balances. The certification due date is posted on the **Broadcast Messages** screen, but is generally the last business day of the month.

The following steps detail how to enter a Certification using the Website application. Clerks may designate a maximum of two alternates to certify via the Financial Certification Website.

Step	Action
1	Select Add Certification from the Main Menu . This links the user to the New Certification - Responsibilities screen.
2	On the New Certification screen, select the locality being certified as reconciled from the drop down menu (only if the user is responsible for more than one locality, otherwise this option is not available and the correct locality will automatically display).
3	Read the Locality Responsibility and Certification statement. Select I understand and accept or Decline if the Clerk cannot attest to these statements.



Continued on next page

Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(continued)

Step	Action
4	Read To the Comptroller statement.
5	Select the respective radio button that corresponds: <ul style="list-style-type: none"> I do not have adjustments I have adjustments/deeds
6	Select Accept .



Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Financial Certification Virginia Department of Accounts

Financial Certification > Main Menu > Add New Certification

New Certification - Reconciliation

Certification of Recordation Tax Collections
MANASSAS PARK - Clerk (Locality L685)

To the Comptroller:

I certify that the deposit amounts listed for **MANASSAS PARK - Clerk (L685)** on ACTB 1870, for the month ended 12/2010 (due on 01/15/2011) as corrected by the adjustments indicated, are the amounts collected under sections 58.1-801 through 58.1-809 and deposited to the state treasury by this court.

The amounts collected under sections 58.1-801 through 58.1-809 are recorded on the deposit certificate in revenue sources:

- 01038, Tax - Deeds of Conveyance, and
- 01039, Tax - Recording deeds and contracts.

To assist you in certifying the amounts of these taxes collected, review the deposit listing and indicate one of the following:

I do not have adjustments I have adjustments/deeds Submitted by: Donna K. Rabender (DOA employee) on 12/10/2010

Continued on next page

Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(continued)

If...	Then
The Locality selected “I do not have adjustments”	The next screen reads: Record successfully added and a View Certifications button appears. Click on View Certifications then Details. Select Printer Friendly Version in the left column, click Print. This allows the user to print the Certification for their records. The Certification has now been successfully submitted and the user may log off.



Continued on next page

Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification (continued)



If...	Then...
The Locality selected “I have adjustments/deeds”	The screen reads: Record successfully added. The user has the option to View Certifications , Add Adjustment or Add Deed .



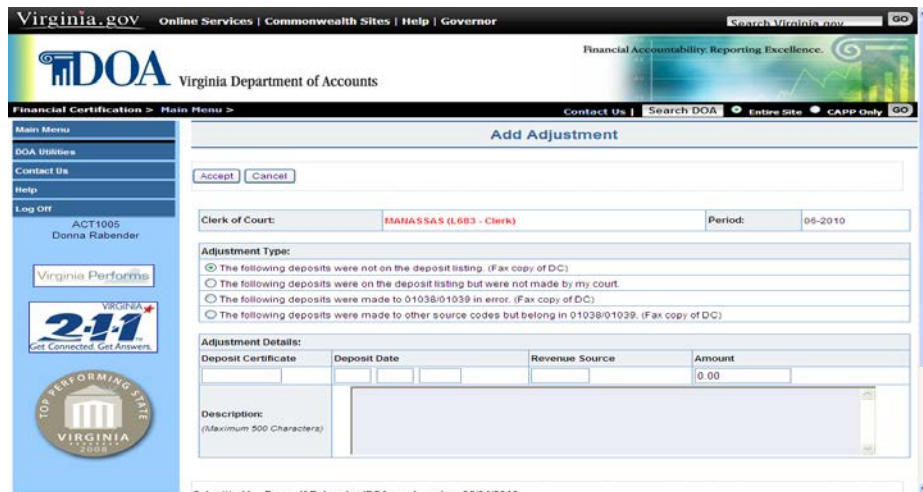
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Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification (Continued)

If	Then...
The Locality has an adjustment	Click on Add Adjustment .
1	Select the Adjustment Type that applies to the Locality's situation by clicking on the associated radio button.
2	Enter Adjustment Details as required. There is also a Description field where you can add an explanation (500 character maximum).
3	Select Accept .



Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Financial Certification > Main Menu >

Add Adjustment

Accept Cancel

Clerk of Court: **MANASSAS (L683 - Clerk)** Period: 06-2010

Adjustment Type:

- The following deposits were not on the deposit listing. (Fax copy of DC)
- The following deposits were on the deposit listing but were not made by my court.
- The following deposits were made to 01038/01039 in error. (Fax copy of DC)
- The following deposits were made to other source codes but belong in 01038/01039. (Fax copy of DC)

Adjustment Details:

Deposit Certificate	Deposit Date	Revenue Source	Amount
			0.00

Description:
(Maximum 500 Characters)

Submitted for Donna M Rabender (DOA employee) on 06/04/2010

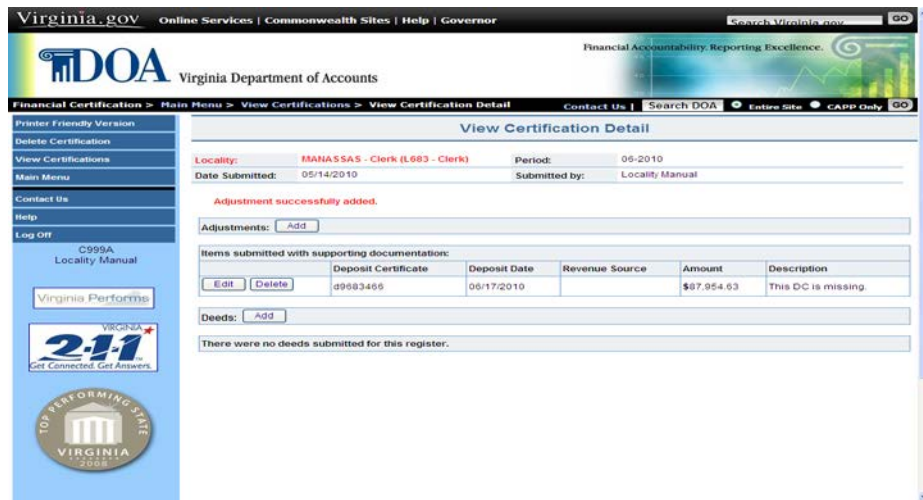
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Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(Continued)

4	The next screen reads: Adjustment successfully added.
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Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(continued)

If	Then
5	At this point, there are several options as follows:

Option	Description
Printer Friendly Version	Provides a summary of the Certification that can be printed by the Locality for its records. This is required for audit purposes.
Delete Certification	Allows the user to Delete the entire Certification and any related adjustments previously entered into the system up to the due date.
View Certification	Displays a listing of Certifications previously entered into the system which can be viewed and printed.
Adjustments: Add or Deeds: Add	Links to the Add Adjustment or Add Deed page and allows the user to add adjustments/deeds up to the due date.
Edit/Delete Adjustment or Deed	Located to the left of the adjustment/deed listed on this screen. The user can update an existing adjustment/deed or delete it up to the due date.

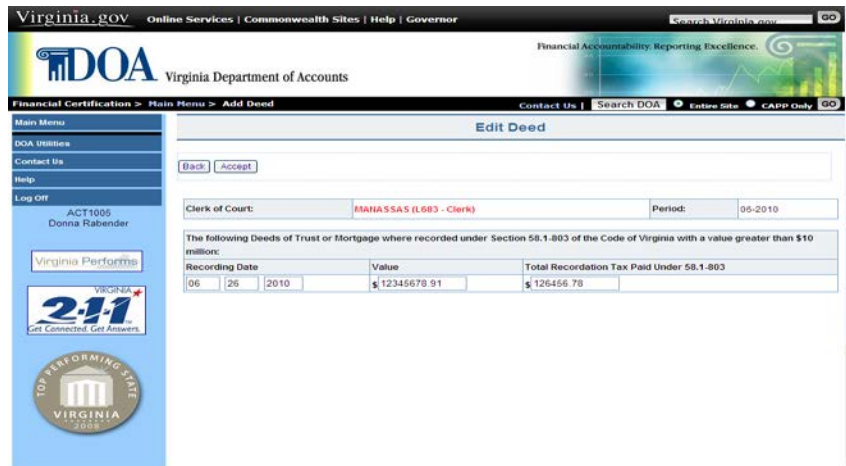
Continued on next page

Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(Continued)

If...	Then...
The Locality has a deed	Click on the Add button next to Deeds: or from the New Certification – Result screen, select Add Deed
1	Enter the Recording Date, Value, and Total Recordation Tax paid under 58.1-803.
2	Select 'Accept'



Continued on next page

Financial Certification Website Administrative Manual

Adding a Certification, Continued

Add Certification
(Continued)

If	Then...
3	<p>Once completed, localities are required to print a copy of the Certification for its records.</p> <p>From the left-hand margin, select Printer Friendly Version then click on Print located at the top left of the Print Summary Screen.</p>

Commonwealth of Virginia
Certification of Locality Reconciliation to CARS Reports

CARS transactions/balances for **L683** for the period of **January, 2011** must be reconciled to your internal records. All necessary corrections should be submitted on the "Add Exceptions" page with a descriptive explanation. It is not necessary to note items related to timing differences. These items should be documented and kept with your working papers for audit purposes.

Certifications must be submitted no later than 5:00 p.m. on the last business day of the month in which you receive your reports. Any corrections received after this date will be addressed with the following month's certification.

Locality Responsibility and Certification

Our locality's management accepts responsibility for the integrity and objectivity of the financial transactions provided to the State Comptroller. We believe the data provided are accurate in all material respects. The basis for these conclusions relates to our assessment of the internal controls operating within our Locality. The establishment of such internal controls requires estimates and judgments from management so that, in attaining reasonable assurance as to the adequacy of such controls, the cost of controls should not exceed the benefits obtained. I believe the Locality's internal controls adequately safeguard its assets and provide reasonable assurance as to the proper recording of financial transactions.

Additionally, I certify that, for the locality listed above, the accounting records represented in CARS, the official record of the Commonwealth, are accurate in all material respects.

To the Comptroller:

Our locality accounting records for MANASSAS (L683) for the month ended January, 2011 (due on 02/15/2011) have been verified (reconciled), and when the items shown on the exception register (if any) are processed, our internal records will be in agreement with your records for Taxes and Assessments Receivable. In addition, the information on the ACTR 1623 Deposit Verification Report has been reviewed to determine our compliance with Sections 2.2-806 and 58.1-3168 of the Code of Virginia regarding the prompt deposit of state revenues to the State Treasury.

Submitted by: Locality Manual on 01/21/2011

Exceptions:

There were no exceptions submitted for this register.

Financial Certification Website Administrative Manual

Deleting a Certification

Delete Certification

If at some point it is determined the Certification should not be added and the user is in the process of adding the Certification, there are selections throughout the process to cancel the certification. They are as follows:

Decline	Choose this selection from the first screen for Add Certification . This will take you to the Main Menu .
Back	This selection is available on the page with the statement To the Comptroller . It will take the user to New Certification – Responsibilities where Decline can be selected and it will take user back to the Main Menu . The Certification has not been accepted by the system.
Delete Certification	Available when the user has completed adding a Certification and is on the View Certification screen. Click on Details then in the left column Delete Certification . Only available if the due date has not passed.

Financial Certification Website Administrative Manual

Viewing a Certification

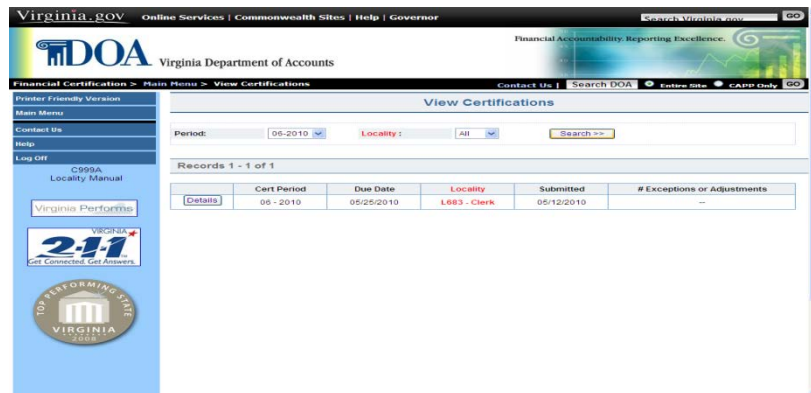
View Certification

The **View Certification** screen allows the user to view current and previous months' Certifications.

Current-month certifications can be updated, using this selection, up to the due date.

The following steps explain how to view a Certification and the update options available.

Step	Action
1	At the Main Menu , select View Certification .
2	Select the period and Locality of the Certification to be viewed from the drop down menu or choose directly from the list that appears automatically with the screen based upon user access. Click on Search .
3	Click Details button next to the selected Certification.



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Financial Certification Website Administrative Manual

Viewing a Certification, Continued

View
Certification
(Continued)

If...	Then...
The Certification is from a prior month and the due date has passed	The user can view the Date Submitted, the Submitted By information and Adjustments, if any. Also the user can select Printer Friendly Version to print a copy of the Certification.
The Certification is for the month currently due and the due date has not passed	The user can select from Printer Friendly Version, Add Adjustments, Add Deeds, and Delete Certification . The Edit/Delete option is also available for adjustments/deeds. Add Adjustments, Delete Certification and the Edit/Delete options are not available after the due date has passed.

Step	Action
4	Select Main Menu to return and select other functions or Log Off to return to the Financial Certification Website Log In screen where you will be logged off.



Financial Certification Website Administrative Manual

Personal Options

View Personal Options

The **Personal Options** page allows users to view and update account information. Users can change their password, update their phone number or e-mail address in **Personal Options**. There are also options to enter “Challenge Questions” and a “Hint” that would be available if a user forgets their password. To access the **Personal Options Screen**, select the **Personal Options** button from the **Main Menu**.

Edit Personal Options

The **Personal Options** screen allows the user the ability to change any one or all of the following:

- Password (the actual password is not displayed).
 - E-mail address (s)
 - Phone Number
 - Challenge Question (s)
 - Hint (to help user in remembering their current password).
-

The following steps explain how to change personal options.

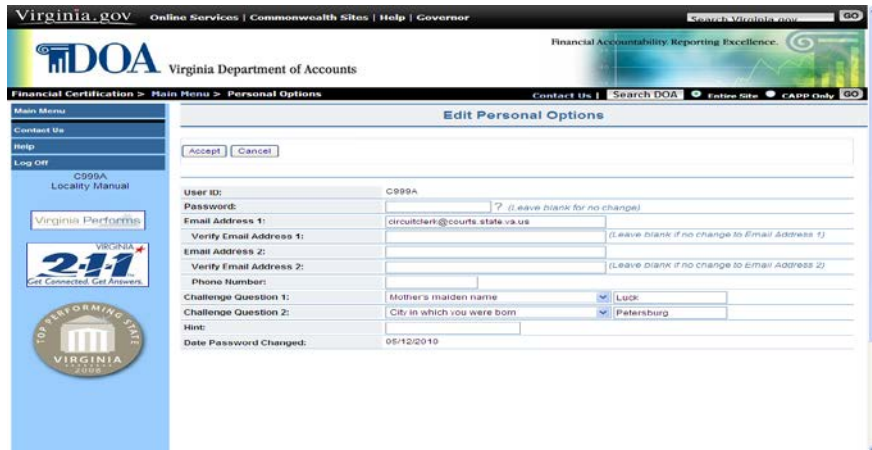
Step	Action
1	To make changes, select the Edit Personal Options button on the Personal Options screen.
2	Enter desired changes to Required or Optional fields. Required fields are shaded.
3	Select Accept to submit changes. Select Cancel to exit and not save changes.

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Financial Certification Website Administrative Manual

Personal Options, Continued

Edit Personal Options (continued)



Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

Financial Certification > Main Menu > Personal Options Contact Us Search DOA Entire Site CAPS Only GO

Edit Personal Options

Accept Cancel

User ID: C99A

Password: ? (Leave blank for no change)

Email Address 1: circulclerk@courts.state.va.us (Leave blank if no change to Email Address 1)

Email Address 2: (Leave blank if no change to Email Address 2)

Verify Email Address 1: (Leave blank if no change to Email Address 1)

Verify Email Address 2: (Leave blank if no change to Email Address 2)

Phone Number:

Challenge Question 1: Mother's maiden name Luck

Challenge Question 2: City in which you were born Petersburg

Hint:

Date Password Changed: 05/12/2010

Name Change

To change the name of an employee assigned to a User ID, the Locality is required to submit a **Locality Security Maintenance Form** found on the Financial Certification Website (see Website Security) to DOA indicating a change to the User ID and provide the new name to be assigned to the User ID.

Financial Certification Website Administrative Manual

Request an Extension

Request an Extension

Situations may arise at a locality that will prevent the timely reconciliation to CARS balances/transactions. In the event the locality can foresee not being able to meet the monthly deadline, an extension should be requested. **Only a user with Administrator access can request an extension.** Localities may request online an extension only up to the due date. After the due date has passed, the Locality contacts DOA directly by emailing certification@doa.virginia.gov.

The following steps detail the procedures for the Administrator to request an online extension:

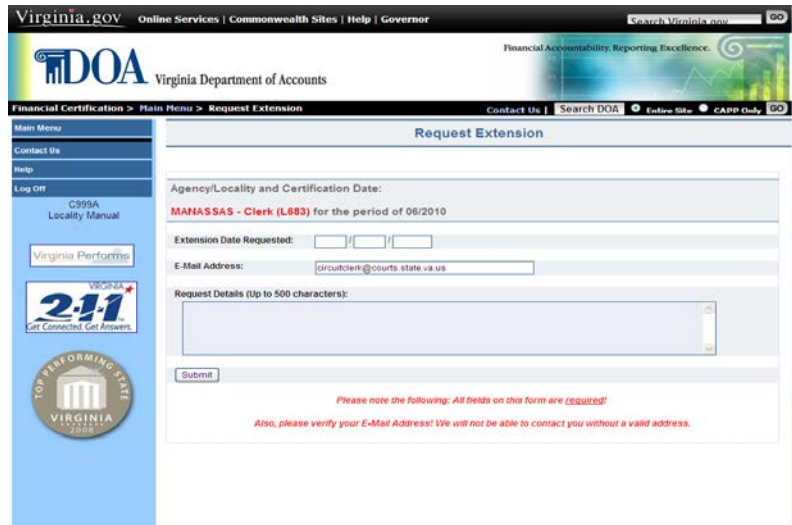
Step	Action
1	Select Request Extension from the Main Menu . Only users with Administrator capability will have access to this feature.
2	The locality name, FIPS code and period for which extensions are being accepted will appear. If the user is responsible for multiple localities, select the appropriate Locality and period.
3	Enter the Extension Date Requested in mm/dd/yyyy format.
4	Enter the Request Details (up to 500 characters). If the explanation is too long, please note that additional details can be emailed to certification@doa.virginia.gov .
5	Select Submit . A summary of the request will immediately appear on the screen and a system-generated email will be sent to the Administrator as confirmation your request was received. The email address from the Administrator's security record appears in the address label.

Continued on next page

Financial Certification Website Administrative Manual

Request an Extension, Continued

Request an Extension (continued)



Extension Request Status

The following conditional table provides how the status of an extension request is generated.

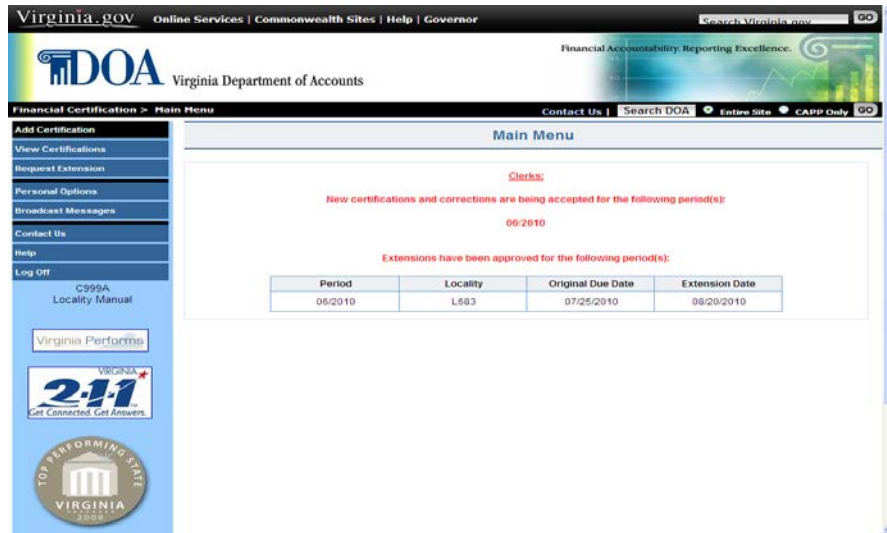
If...	Then...
Extension Request is approved	<p>A system-generated email will be sent to the Administrator stating the request was approved.</p> <p>The new due date will appear to all users with access to the Locality at the <i>Main Menu</i>.</p>
Extension Request is not approved	<p>A system-generated email is sent to the Administrator stating the request was denied.</p> <p>A statement as to why the request was denied is included in the email.</p>

Continued on next page

Financial Certification Website Administrative Manual

Request an Extension, Continued

Request an Extension
(continued)



The screenshot shows the Virginia Department of Accounts website interface. The main content area displays the following information:

Clerks:
New certifications and corrections are being accepted for the following period(s):
06/2010

Extensions have been approved for the following period(s):

Period	Locality	Original Due Date	Extension Date
06/2010	L603	07/25/2010	08/20/2010

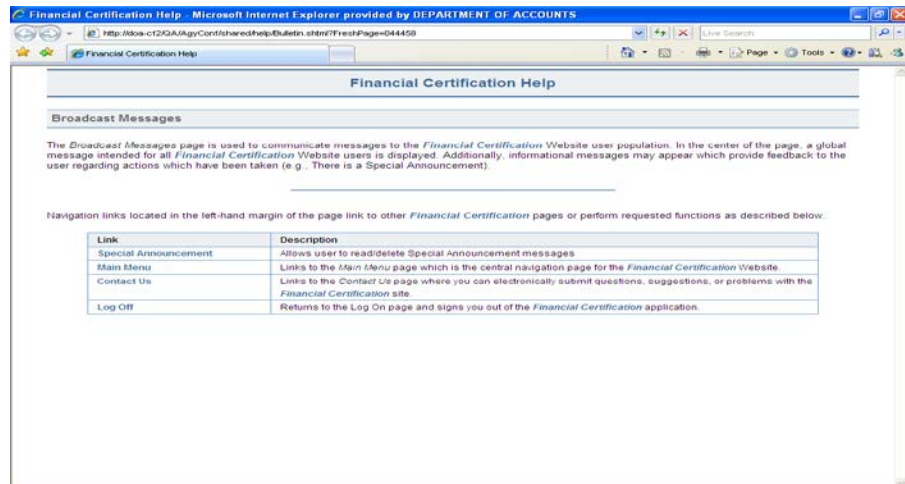
The left sidebar contains navigation links such as 'Add Certification', 'View Certifications', 'Request Extension', 'Personal Options', 'Broadcast Messages', 'Contact Us', 'Help', and 'Log Off'. It also features logos for 'Virginia Performs', '2-1-1', and 'Top Performing State Virginia 2008'.

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Using Help Screens

Help Screens

These screens provide detailed information about the current page and the selections available on that page. Help Screens are accessible on every page of the web application. To access the Help Screens, select the **Help** button located in the left-hand margin of the page.



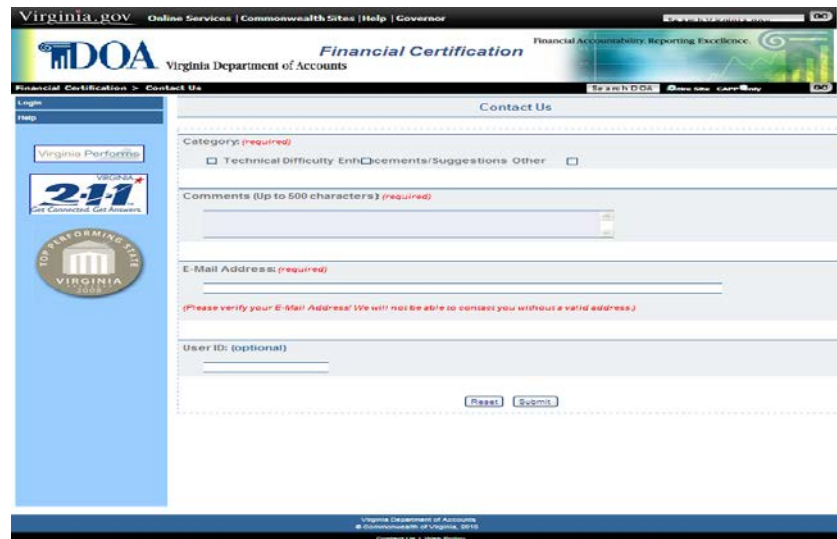
Financial Certification Website Administrative Manual

How to Contact Us

Contact Us

Provides the user with the ability to contact DOA for assistance with the web application and/or to send comments regarding the site.

Step	Action
1	Select Contact Us from the list in the left-hand margin of the page or at the top of each Website page. Note: This selection is available on all pages of the web application.
2	Under Category , select the reason for contacting DOA.
3	Insert any comments or the help needed in the comment box.
4	Email address entered in your Personal Options appears. Note: DOA must have your correct e-mail address to be able to respond.
5	Enter User ID. Although optional, this helps to facilitate a response to your question.
6	Select Submit .



The screenshot shows the 'Contact Us' form on the Virginia.gov website. The page header includes 'Virginia.gov', 'Online Services | Commonwealth Sites | Help | Governor', and 'Financial Certification' with the tagline 'Financial Accountability. Reporting Excellence.' The left sidebar contains 'Virginia Performs', '2-1-1', and 'TOP PERFORMING STATE VIRGINIA 2012'. The main form area has a 'Contact Us' title and the following fields: 'Category: (required)' with radio buttons for 'Technical Difficulty', 'Enhancements/Suggestions', and 'Other'; 'Comments (Up to 500 characters): (required)'; 'E-Mail Address: (required)' with a note '(Please verify your E-Mail Address! We will not be able to contact you without a valid address.)'; and 'User ID: (optional)'. 'Reset' and 'Submit' buttons are at the bottom.

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Log Off

Log Off

Once all transactions have been completed on the web application, select **Log Off** from the list of selections located in the left-hand margin of the screen. When Log Off has been selected the user is returned to the *Welcome* page.

Note: This selection is available on all pages of the web application.

