STATE OF MISSISSIPPI
GOVERNOR PHIL BRYANT

DEPARTMENT OF FINANCE AND ADMINISTRATION

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EXECUTIVE DIRECTOR

To: MAGIC End Users

From: Cindy Crocker, MAGIC Project Director

Date: July 7, 2014

Subject: MAGIC Support Centers

The MAGIC project team is offering **Support Centers** for MAGIC end users this week. The **Support Centers** offer you the opportunity to bring your production work with you and receive any assistance you may need to complete your work in MAGIC.   The **Support Centers** are intended to reinforce what you learned during MAGIC training, and help you build confidence in using MAGIC to complete your work.

Support Centers will be offered for the following areas July 8th – 11th:
- Grantor/Grantee/Internal Orders
- Accounts Receivable/Inter-Agency Billing/General Ledger
- Accounts Payable/General Ledger/Goods Receipt
- Budget/Controlling
- Strategic Sourcing/Contracts/Doc Builder
- PO/Shopping Cart/Goods Receipt
- Asset Management

Please note that Fleet Management and Inventory Management sessions will be scheduled later as needed.

You must register in MELMS for each 1 hour **Support Center** you want to attend, using the MELMS course codes listed on the "Support Center Sessions" schedule on the Customer Support page of the MMRS website. An agency may bring up to four people to a **Support Center**, but only one person per agency should register in MELMS. Each agency should limit their registration to one Support Center per area, so that the maximum number of agencies may receive support. We ask that you discuss the schedule with your co-workers and determine a time for each Support Center that will work best for those at your agency who plan to attend. We

will be monitoring registration to ensure these guidelines are met.

Each agency will get one-on-one support for their scheduled one-hour **Support Center**. To accomplish this, it is critical that attendees arrive on time for their scheduled Support Centers. Agencies have the option to stay for an hour beyond their scheduled hour, but <u>will have to work on their own as the trainer will be providing one-on-one support to the agency scheduled for the next hour's **Support Center**</u>.

With the limited number of trainers and **Support Centers** available this week, it is possible that we may not be able to accommodate all who want to attend. Since registration is on a first-come, first-served basis, we encourage you to register as soon as possible, as we will not be able to schedule any additional sessions this week. We will analyze the results of this week's **Support Centers** to plan future offerings. To assist us in that planning effort, we ask that you click this <u>link to take a quick survey</u> about which sessions would be most beneficial to you.

To prepare for the **Support Centers**, you need to:
- Gather documents and information necessary to process your production work and bring with you to the **Support Center**
- Test your MAGIC user id and password in advance of your scheduled **Support Center** to ensure you will not have any security issues when processing your production work
- Review your training materials and think through your questions about the work you are bringing to complete. It may be helpful to write out your questions or issues in their order of priority.