Workday Support

Date: October 3, 2017

Topic: Workday Support and Resources Available to You

Audience: All employees

Description: Workday goes live October 2! We developed a number of tools to support you in the transition to the new system.

Workday Help Desk

The Workday Help Desk is a designated center to assist you with all Workday-related issues. The Workday Help Desk is staffed by a knowledgeable team to assist you with all your Workday questions.

Submit a Workday Support Center ticket using Team Dynamix or, Call 784-6086 to speak to a Help Desk representative.

Workday Knowledge Base

The Workday Knowledge Base is designed to provide answers to frequently asked questions. It includes how to process transactions as well as procedural guidance.

- Log on to the Knowledge Base using your Net Id and click Workday. Navigate through the catalog or use the search feature to find an answer to your Workday questions.

Workday Open Labs

Between October 2 and October 13, we are offering Open Labs from 10 a.m. to 2 p.m. for employees to come and get assistance with their work. The Human Resource and Finance team staff will be available to assist you in completing real transactions in the system. Labs will be held in the Glazner room of the Artemisia building.

The week of Oct 2, we ask that the labs be used for high-priority transactions only, including, but not limited to:

- New hire transactions
- Transactions impacting employee pay
- Immediate financial transactions

The week of October 9, we will open the labs to users with non-critical issues. Starting the week of October 16, we will offer Workday Wednesday with open labs available every Wednesday from 10 a.m. – 2 p.m.

Workday Webpage
The [Workday webpage](#) includes information and resources available to you. Find resources based on employee type, information on training opportunities, and important announcements regarding Workday.

**NSHE Workday Training Worklet**

There is an NSHE Workday Training Worklet built directly into Workday. On your Workday home screen, the first worklet is a blue question mark. Click on the worklet to access step-by-step guides on more than 150 Workday business processes.

**Departmental Support**

Several roles were set up in Workday to assist in processing transactions. Use the [Workday Support Job Aid](#) to identify who supports your organizations. Note, these roles represent security profiles within the Workday system and may not correlate with employees actual job title.

- **Administrative Assistant** - Admin Assistants can initiate HR transactions on behalf of employees in their organization.
- **Timekeeper** - Timekeepers can enter and correct Time for employees in their organization. They can also run reports and view Time information.
- **Absence Support** - The Absence Support role can initiate Time Off and Leave Requests on behalf of an employee in their organization. They can also correct Time Off and view Absence information.
- **Financial Administrative Assistant** - The Financial Admin Assistant can initiate financial transactions on behalf of employees. These transactions include:
  - Reconciling PCards
  - Submitting Spend Authorizations and Expense reports
  - Initiating Purchasing requests