Workday Update from President Johnson

Dear Colleague,

As we begin 2018, we can look back on our first three months with Workday. I’d like to thank you all for your patience, flexibility, and collaboration as we learned the new system.

While there have been challenges and frustrations along the way, we can also be proud of our successes. We have hired 563 new employees, submitted approximately 20,000 leave requests, processed nearly 12,500 PCard transactions, and approved more than 3,000 expense reports all in Workday.

For a full listing of Workday statistics go to: www.unr.edu/workday

Paying our employees accurately and timely is an important responsibility. While the majority of payroll information has processed correctly, some unique situations continue to arise. As these are identified, Human Resources and Payroll will continue to correct these issues, determine the underlying cause and investigate to determine if other individuals were affected.

The last few months have presented a significant learning curve and challenges. The Workday staff will continue to provide support to help continue successful use of the system. There are a number of resources available to you.

- **Workday Help Desk** – In the first three months of Workday, the Help Desk received nearly 3,000 tickets and closed more than 94 percent of these calls. Create a Workday Help Desk ticket or call 775-784-6086 for answers to all your Workday questions.
- **Workday Announcements** – The Workday Announcements page includes links to all communications sent out regarding Workday. Review previous communications on topics including time tracking, expense reports, and managing employees.
- **Workday Knowledge Base** – Based on feedback from you, the Workday project team has put forth significant effort to improve the Workday Knowledge Base. Use the Knowledge Base to find University-specific frequently asked questions.
- **Workday Support Page** – The Workday Support Page provides the up-to-date Open Lab schedule as well as links to additional support services.
- **Workday Training and Resources Page** – The Workday Training and Resource Page provides links to resources based on specific Workday roles and transactions. Follow

If you have any questions, submit a [Workday Help Desk Ticket](https://www.unr.edu/workday) or contact the Workday Help Desk at 775-784-6086.
these links for updated job aids, presentations, and videos to help you complete your work.

With each month, we all become more comfortable with Workday and the project team continues to make enhancements to the system. Thank you again for your patience and support and we look forward to a new year with Workday.

Sincerely,

Marc Johnson

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