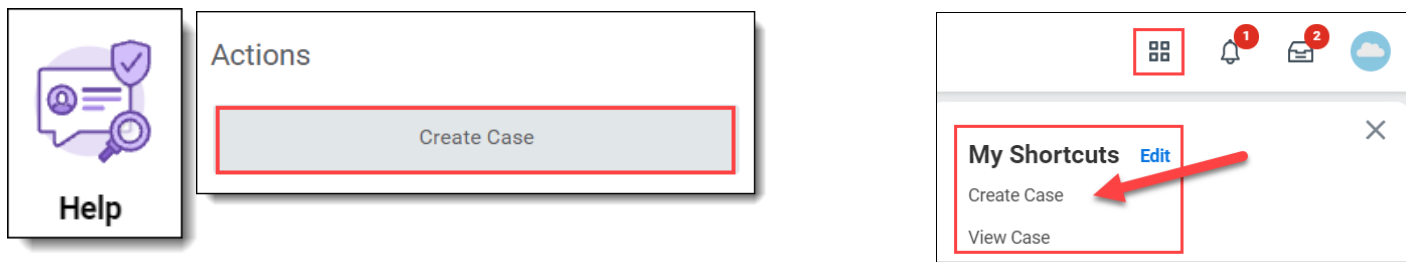


Help Desk Ticket, create, view, reply

This job aid provides step by step instructions on how to create, view the status and reply to a Workday Help Desk ticket. Users with elevated roles, other than Manager and Workforce Liaison, can complete this task. Users who do not have elevated roles should work with their agency support contacts.

Step 1: Add the “Help” application (worklet) to your home page. See the job aid [Tools and navigation](#) page 3 for instructions. There is still a limit of 20 applications allowed to display on your screen. If you do not have room on your home page for another application, you can create shortcuts to the Create Case, and View Case tasks, using Quick Access. See the job aid [Quick Access](#) page 2.

Step 2: Click on the **Help** application and select **Create Case** or click on the **Quick Access** icon and select **Create Case**.



The next step will vary depending on your security role in Workday. Complete all applicable fields for your view.

Step 3: Click on the Case Type menu prompt to select **Workday Help Desk** (1). Enter a **Title** for this ticket (2). Enter a **Detailed Message** of what you need help with, the work that needs to be completed and the effective date (3).

Create Case

Case Type	*	X Workday Help Desk ☰ 1
Title	*	Incorrect union on hire 2
Detailed Message		OR00 █████ - Employee retired and is coming back as a temp Please correct union to ACA eligible effective 10/1/21. 3

Step 4: Add relevant **Attachments** if needed.

Step 5: Click on the down arrow to select the help desk team you are needing support from. If you are unsure, select *General*. Click **OK**. The requestor will receive case correspondence through Workday Notifications.

To help us better route your request for support, please answer the following question(s):

Which Help Desk team are you requesting support from (if you are not sure, select General): (Required)

Human Capitol Management (HCM) ▼

Which HCM functionality are you requesting assistance for? (Required)

Core HCM

Cost Centers

Locations

Position Management

Safety

select one

- Absence / Time Off / F&ML
- Business Process
- Communications
- Compensation
- General
- Human Capitol Management (HCM)
- Integrations
- Learning / Extended Enterprise
- Recruitment
- Reporting
- Security
- Talent and Performance

select one ▼

View and Reply

Click on **My Cases** to view the status of a case and who it has been assigned to.

Case	Detailed Message	Case Type	Case Creation Date	Assigned To	Case Status
Case-2021-10-25-12-17-0003: Incorrect union on hire	OR0: ██████ - Employee retired and is coming back as a temp. Please correct union to ACA eligible effective 10/1/21.	Workday Help Desk	10/25/2021 12:17:06 PM	Missy Wagers	New

Click on the **Recent case** to *Reply* or *Add an Attachment*.

Question	Answers
Which helpdesk team are you needing support from (if you are not sure, select General):	Human Capitol Management (HCM)
Which functionality of HCM are you requesting assistance for?	Core HCM

Reply

Please disregard this request and close the ticket.