



New Hire Password Generation

External candidates applying for jobs through Workday are required to set up an External Workday Account using a personal email address. When a candidate is hired, Workday sends two emails to the new employee's personal email address on their first day of work. These emails provide information needed to access Workday as an employee. The first email contains the Username which is the employee ID number (OR #). The second email contains a temporary password and link to Workday. These emails are generated from a Workday web address different from the recruitment correspondences. At times, these emails may appear in the employee's junk folder. Employees should check their junk folders before contacting their agency security team for assistance. [Agency contact information](#)

Adding Work Email Address

To enter a work email address, see the job aid [Personal Information, update, add and view](#).

Workforce Liaisons, HR Assistants and HR Partners can also update an employee's contact information by entering the employees name or ID (OR#) in the search bar and navigating to the employee's profile page. Click on **Contacts**, click on **Edit**, click on **Change Work Contact Information** and scroll down to the Work *Email* field. Click **Add**. Enter the employee's Work Email Address and verify *Visibility* is set to **Public**. When complete, click **Submit**.

Note: Agency transfers will need to have their email addresses updated as well.

Forgot Password

It is important for new employees' work email address be added to Workday; however, if an employee doesn't have a work email address, they may use their personal home email address to reset their password. The email address may be the same address as their External Workday Account.

To use the Forgot Password function, click *Forgot Password?* The employee will be prompted to enter their *Username* (OR#), and then an email address. The user name and address must match exactly what is in Workday or an email to reset their password will not be sent.