

Before you send an email to the Workday Helpdesk.....

- Contact your agency support role for:
 - o Absence requests
 - o Password resets
 - o Address changes
 - o HR support
 - o Compensation questions
 - o And or any other agency specific support inquiries

...or use the job aids under Instructions! [Workday Instructions](#)

- Contact your security partner for challenged questions
- Contact your recruiter for questions regarding recruitment
- Consider that an issue with your browser could be that the browser is not up to date or that you have multiple tabs open and the desired action has already been completed. We have noticed that Google Chrome and Firefox work best with Workday. If neither of these tips help, contact your agency IT.

When you send an inquiry to the Workday Helpdesk, be sure to include the following:

- A specific subject line as to what your problem at hand is
- Specify your role (employee, manager, or specialized role)
- Your Workday Username (OR number or CW number)
- If the email is in regards to an employee **other** than yourself, please provide their name and employee ID (OR number)

Phone calls to the Workday Helpdesk:

- If it's truly urgent, please do not leave a message, call back and speak to someone on the phone. Voicemails are treated like emails and triaged in the order they are received as quickly as possible.

Workday Helpdesk contact information:

(503) 934-3500

Workday.Help@oregon.gov

Thank you in advance for your help!

With the correct use of our helpdesk, we can dedicate more time to help everyone solve pressing issues. Inquiries mentioned above are common, and we are moving towards guiding employees to use job aids and other resources to solve general questions.

Additional Information: For more in-depth training, with step by step instructions and videos, visit [iLearn Oregon](#).
For system issues, please contact Workday.help@oregon.gov