



## Workday Tips for Agency Service Desks

***The central Workday Help Desk will serve as the primary Help Desk for all employees' Workday needs.*** However, we understand that your agency's employees may reach out to your agency help desk and field tech personnel first; in the event this occurs, please refer to the following tip sheets for further triaging end user inquiries if they do not appear to stem from a connectivity issue within your network.

If the end user is having trouble accessing the Workday application, below are some suggested steps for determining the issue:

- ✓ Please check here for any notifications regarding Workday availability – <https://www.oregon.gov/das/hr/pages/workday.aspx>
- 1. Ensure that the end user's computer or mobile device is functioning properly, connected to the network, and able to access other applications on the network. If not, please follow your agency's escalation process.
- 2. Ensure that the browser and browser version is supported by Workday: <https://www.oregon.gov/das/HR/Documents/Workday%20browser%20support%20policy.pdf>  
Current list at go-live is attached.
- 3. Ensure that the browser is pointed to XXXXXXXXXXXX (place holder for Workday production address, which is not available until go-live).
- 4. If the steps above do not result in access to Workday, please contact the Workday Support Help Desk at:
  - [Workday.Help@oregon.gov](mailto:Workday.Help@oregon.gov) 503-934-3500
  - For Workday application login **password** changes or resets, please have the Workday end user follow the procedure within the Workday application.
  - Users will find videos, job aids and quick reference guides that may answer their Workday questions on the Workday website: <https://www.oregon.gov/das/hr/pages/workday.aspx#>



## CHRO Workday Support Model

Production support starts closest to the customer and is driven up based on need/resolution.





## Workday Browser Support Policy (*property of Workday, Inc.*)

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### Supported Internet Browsers

At Workday, we are committed to building cloud applications that go beyond the limits of traditional enterprise software. In order to achieve our goal of providing unparalleled levels of user experience within our applications, we make use of the new capabilities available in modern browsers -- often, older browsers do not support many of the enhancements we would like to make to the Workday application in order to enhance usability and speed of the product. In order to provide the optimal performance, experience, and security with your Workday HTML browser application, we support the following internet browsers:

- [Automatically Updated Browsers](#)
- [Manually Updated Browsers](#)

### Automatically Updated Internet Browsers

The browsers listed below represent browser technologies that automatically update. These browsers do not require manual IT installation for a browser update to occur. In order to benefit from the technology being introduced with each browser update, Workday will support and test our products only on the latest supported version that is automatically released by each of the browser technologies listed below. While Workday supports and tests on the latest version, we would like to hear issues that come up as a result of earlier versions in order to continue to make the Workday application the best it can be for your users.

Internet Browser	Version	Requirements/Comments
 Google® Chrome	Latest Supported Version	Chrome Mobile is currently supported by our HTML browser application for the latest Android phone.  Google Chrome is currently supported by our external career site.  We do not support running the external career site or Workday in Chrome in an iFrame.
 Mozilla® Firefox	Latest Supported Version	Mozilla Firefox is currently not supported by our HTML browser application for tablet or phone devices.  Mozilla Firefox is currently supported by our external career site.  We do not support running the external career site or Workday in Firefox in an iFrame.



 Microsoft® Edge	Latest Supported Version	<p>Microsoft Edge is currently not supported by our HTML browser application for tablet or phone devices.</p> <p>Microsoft Edge is currently supported by our external career site.</p> <p>We do not support running the external career site or Workday in Edge in an iFrame.</p>
 Apple® Safari	Latest Supported Version	<p>Only supported on Mac OS X.</p> <p>Safari Mobile is currently supported by our HTML browser application for the latest iOS phone.</p> <p>Safari is currently supported by our external career site.</p> <p>We do not support running the external career site or Workday in Safari in an iFrame.</p>
 Opera® Browser	Latest Supported Version	<p>Opera browser is currently not supported by our HTML browser application for tablet or phone devices.</p> <p>Opera browser is currently not supported by our external career site.</p> <p>We do not support running the external career site or Workday in Opera in an iFrame</p>
 BlackBerry® Browser	Latest Supported Version	<p>Blackberry browser is supported by our HTML browser application only for BlackBerry 10 phones.</p> <p>Blackberry browser is currently not supported by our external career site.</p>

### Manually Updated Internet Browsers

The browser(s) listed below represent browser technologies that do not automatically update. These browsers do require manual IT installation for a browser update to occur. In order to continue to support the latest technology and provide superior performance and security to your users, Workday will continue to update our browser support policy and retire specific versions of these manually updated browsers as necessary. When a specific browser or browser version is to be no longer supported, Workday will communicate the retirement along with an end-of-life date of the browser or browser version through our Workday Community. Deprecated browsers and browser versions will continue to work until the “end-of-life” status is reached. End-of-life notice through our Workday Community will be given 6 months before support ends for a specific browser version.



Internet Browser	Version	Requirements/Comments
 Microsoft® Internet Explorer	11	<p>IE Mobile is currently supported by our HTML browser application for the latest Microsoft Windows phone.</p> <p>Internet Explorer 11 is currently supported by our external career site. Workday does not support running the external career site in Internet Explorer 11 in an iFrame.</p> <p>Workday does not support Internet Explorer 11 running in</p> <ul style="list-style-type: none"><li>• Compatibility Mode</li><li>• Enterprise Mode</li><li>• Embedded Mode</li><li>• iFrames</li></ul>

**Note:** Workday may not work properly with beta or pre-release versions of any of these browsers. Download the latest commercial version above for the best experience.

To provide the best experience for our customers, Workday often utilizes modern and/or standardized browser technologies and resources. These resources -- such fonts, images, JavaScript, and CSS -- are used to enhance the design and quality of the web application. If your IT policy prevents these resources from being accessed, exceptions should be granted for Workday to function properly. Additionally, we do not recommend running Workday in multiple browser tabs.

While Workday's Browser Support Policy does offer official support of the browsers listed above, Workday does not control the browser technology itself. While Workday supports and tests on the latest version, we would like to hear issues that come up as a result of issues within the browser technology in order to continue to make the Workday application the best it can be for your users.