



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.

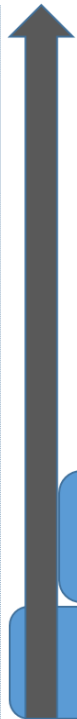
If the end user is having trouble accessing the Workday application, below are some suggested steps for determining the issue:

- ✓ 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 is attached.
- 3. Ensure that the browser is pointed to <https://wd5.myworkday.com/oregon/login.html>.
- 4. If the steps above do not result in access to Workday, please contact the agency HR Office. Contact information can be found at <https://www.oregon.gov/das/HR/Pages/wd-helpdesk.aspx>. If the issue needs to be elevated to the Workday Oregon Central Team, the agency HR can create a support ticket.
 - 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 upward based on need/resolution.



State Leadership or Vendor
Elevated to OSCIO, CHRO, CAO or CFO
and/or
Workday (through a NSC)

Note: A Named Support Contact (NSC) is one of our designated support team who have been authorized to submit a ticket within Workday Support (which may incur a cost).

Tier 4

**CHRO Workday Administration
(both Functional & Cross Functional teams)**
Issues or requests for changes related to security, integrations, business processes, complex reporting, etc.

Tier 3

CHRO Workday Helpdesk
Assisting agency Workday elevated roles with user errors, sharing available resources, etc.

Tier 2

Agency HR Staff
Usability questions, "How do I ...?", "Where do I ...?", Triage to higher tier

Tier 1

Self Assist
Videos, Job Aids, Quick Reference Guides, password resets

Tier 0