



Reactivate an EELearner's Workday Account

If you are an Extended Enterprise Learner (EELearner) with the state of Oregon, your Workday account may become inactive if you haven't used it for a long time or for other security reasons. If this happens, it is important to reactivate your old account instead of creating a new one. A new account will not contain your old training records. Workday cannot combine records from different accounts.

This guide explains how to request reactivation of an inactive Workday Learning account.

How to Check if Your Account may be Inactive

Your account may be inactive if all the following are true:

1. You have signed into the state of Oregon's Workday system with a valid EELearner account in the past.
 - Note that Workday accounts from a county or other entities do not work with the state's Workday system.
2. You have correctly entered your username and password.
3. Workday shows a message saying the username you entered is invalid or cannot be found.

If this happens, your account may need to be reactivated.

How to Request Reactivation

You will need help from Workday Support. Please use one of these options:

1. Contact your organization's Workday Learning Affiliation Manager.
 - If you don't know who your Affiliation Manager is, ask your supervisor or office manager.

2. If you cannot reach your Affiliation Manager, contact your ODHS Program contact.
 - If you don't know who your ODHS Program contact is, reach out to the appropriate Program in the Advanced Support section of [Workday Learning: Information for Partners and Providers](#)

What Happens Next

1. Your Affiliation Manager will send you a self-registration link.
 - The information you enter is used to create a new account or reactivate an old account.
 - This link is specific to your organization.
 - Do not use a self-registration link from previous employers.
2. Click the link and fill out the required information.
 - To reactivate an existing account, you must enter the same email address that was used on the inactive account.
 - If you are unsure of the email address, reach out to your Affiliation Manager for one-on-one support in locating your inactivated account.
 - If you no longer have access to the email address (maybe it was with a previous employer), reach out to your Affiliation Manager for one-on-one support to update your inactive account.
3. After you submit the form, your account is usually reviewed and activated within one business day.
 - If the email address matches an inactivated account, that account will be reactivated and you will keep your training history.
 - If the email address entered does not match, a new account will be created instead. A new account will not contain your old training records.

***** END OF JOB AID *****