



FAQs : What you need to know about Workday

S/N	Questions	Answers
1	When will Workday Go-live?	November 2 nd , 2020 for HR and Finance
2	What do I need to do to prepare?	<ul style="list-style-type: none">• To learn how to navigate Workday and set up basic information such as your profile, Click Here• To Learn about team management, review and the approval process Click Here• To learn more about expenses, travel requirements and vacations, Click Here
3	What trainings are available Pre and Post Go-live?	There are several avenues to be trained <ol style="list-style-type: none">1. Self serve training - Click Here2. Webinars - October Webinars3. Job Aids to help you explore workday – Click Here
4	How do I get access to Workday?	A link will be sent to you via email at go-live on November 2 nd
5	How will I access support Post Go-Live?	The ISC (Integrated Support Centre) will be the point of contact for Workday related questions, issues and requests. Specifically, the ISC will provide five types of support services: <ul style="list-style-type: none">• Support with Using Workday• Resolving Issues with Workday• Requesting Workday Access• Resolving simple / basic, HR, Payroll, & Finance questions• Referring to other Help Desks or support services
6	How do I connect with to the ISC Post Go- Live?	<ul style="list-style-type: none">• Connect with your Transition Lead or Captain; Finance Manager, HR Advisor, Rovers• Search the knowledge base• Submit a ticket in Service Now• Talk to a representative (How?) <p>Note*: Non-Workday related support currently available (e.g., IT support, Salesforce support, PeopleSoft, HR or Finance support) will remain accessible via the current channels that exist today.</p> <p>Click Here for more information Post Go-live</p>



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6	Can I get Workday on my Mobile Phone?	<p>Workday can be downloaded on your Mobile (Iphone/Ipad/Android).</p> <ol style="list-style-type: none">1. Navigate to the App store / Google Play2. Enter Workday in the search field , and select Workday for the search result3. Open and Launch the Mobile App4. Scan the Organization QR Code from Workday Web (This can be <i>found under your Profile Menu>My Account>Organization ID</i> or Enter the Organization ID provided)5. Enter your CWL Username and Password (Multi Factor Authentication) – VPN is NOT required6. Tap Sign in button7. Set up a PIN as a first time user (between 5 – 8 characters long) – This is Not optional
7	Where do I get more information?	All the latest information on the Integrated Renewal Program, including important dates, FAQ and other communications IRP Overview