From:	WorkDay, DOT [DOT]
To:	DOT-AG-ALL STAFF-GL
Subject:	Workday Update - 5/31
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Attachments:	image003.png

The bulk of the hiring and personnel processes, time entry, and absence entry for the first pay period of Workday is under our belts and we're happy to say everything went about as we expected. That's not to say there aren't issues, but the issues that have come up will help us continue to refine and improve Workday moving forward.

All in all, interactions on the phone and in-person have been very positive. We apologize for the longer wait times on the phones this week. We have people ready to help so those wait times for questions should be significantly reduced.

Skype is an option

Did you know you can contact one of the trained helpers on Skype and they can walk you through your questions? Using Skype, the trained employee can take control of your screen and show you exactly what needs to be done. Thanks to all the Workday support volunteers who have stepped up to help. You're very much appreciated!

What if I had an issue that didn't get resolved before payroll closes?

Flexibility is one of the most beneficial elements of Workday. When an issue is found, many times we can fix it on the fly and there are often work-arounds available if reprogramming is needed.

One example from this first pay period is holiday call back time. If you had call back time on Memorial Day, there currently isn't a way to input that so you get your pay and record your call back hours accurately.

Our suggestion is to enter or adjust your block of time for the holiday as Holiday Worked time type, noting "call back time" in the comments section. Workday will allow you to go back into a timesheet and update it after payroll has been run. If you have an update once call back hours for a holiday is added, you can correct the time type and resubmit the timesheet. You'll see either the pay or call back hours reflected on the next payroll cycle. This is a new function in Workday called Retro Payroll. (Other adjustments could include: project time reporting, absence corrections, sick conversion, etc…)

Routing for approvals

Another fairly common issue during the first pay period was found when a manager was on vacation and that person's manager didn't have access to approve timesheets or absences. Please remember that the Workday team can set up delegations or reassign tasks for you. The system is also being updated to allow the "manager's manager" access to approvals. Again, that's the flexibility Workday brings.

Mobile or remote access

Some people have explored Workday either on their phones, tablets, or laptops off the Iowa DOT network. For security reasons, devices that are not on the network will have limited access to some Workday functions. You'll still be able to do the basics, but some managerial tasks will not be available.

To access Workday on a mobile device, you'll be asked to complete multi-factor authentication (similar to O365) unless you set up a pin number or fingerprint option in the Workday app settings.

Again, thank you for your patience as we move into Workday. We are trying to get to your phone calls and emails as quickly as possible.

The Workday Team

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GETTING YOU THERE