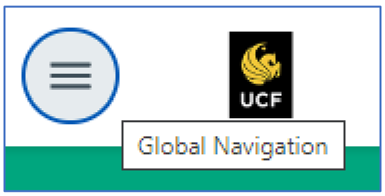
WORKDAY HELP

Workday Help is designed to provide users resources to answer questions and provide guidance on completing tasks within Workday. Searching a topic in which you are seeking guidance will display articles which include overview information, answers to common questions and links to job aids providing step by step guidance on completing tasks.

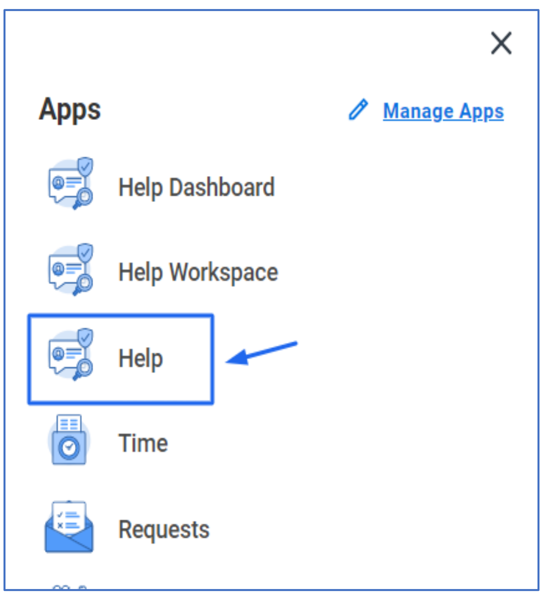
ACCESS WORKDAY HELP

From the Home page:

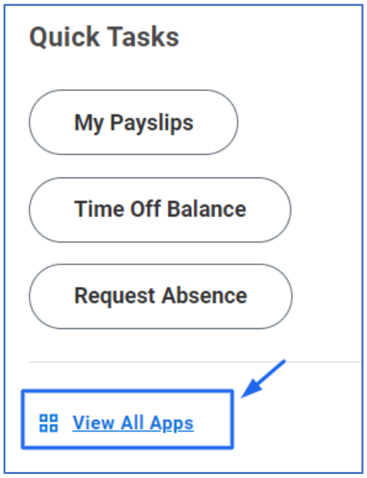
1. Click on the top-left global navigation panel

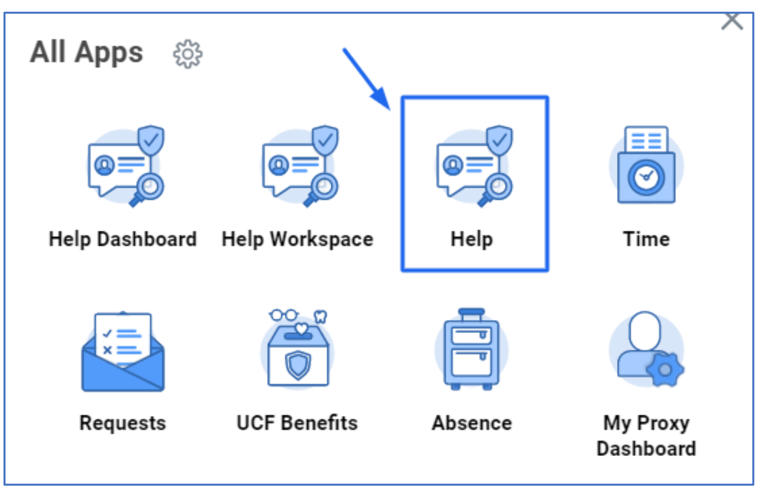


2. Select the Help application

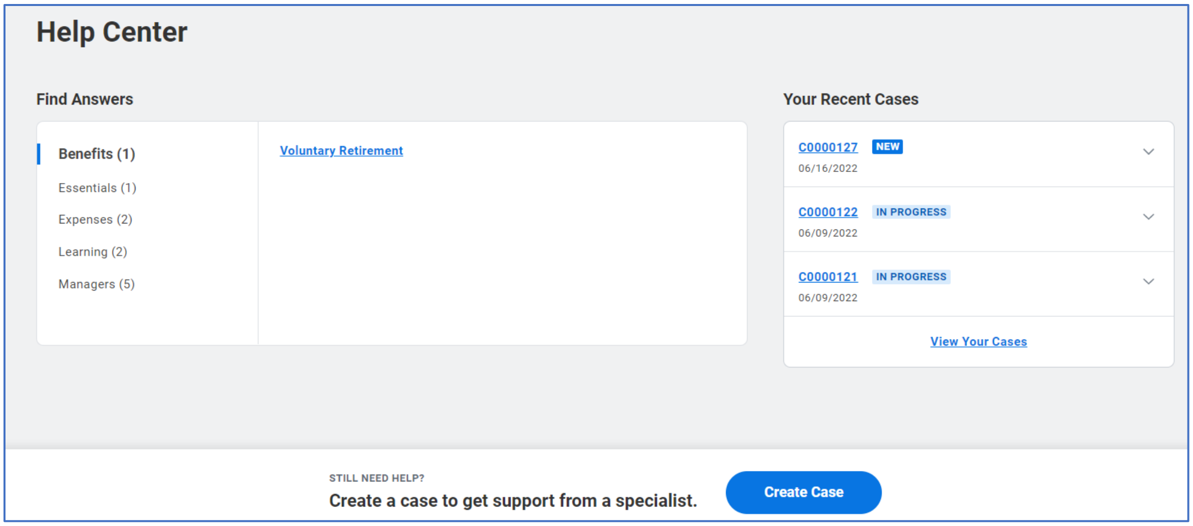


Note: You can also access Workday Help, through the Quick Tasks section of the home page. Click "View All Apps" and select "Help"





3. Open the Help Center



If after reviewing all resources provided and you still need assistance, Help provides you an option to open a case and receive assistance from a member of the UCF kNext team. You can review and track your cases within Workday.

Workday Help includes the following two components:

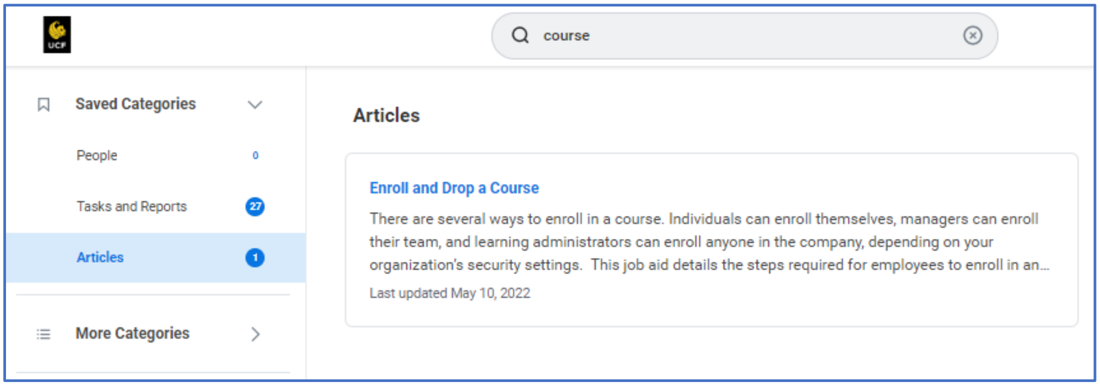
- Knowledge Base: All Workday job aids and videos demos, along with additional UCF resources, will become Articles within the Workday Help Knowledge Base. Users that would like to locate Articles for assistance would only need to leverage the Workday search bar. Article titles will appear as you type.

- Case Management: Users may submit a Help Case (similar to a ticket) if they are unable to perform a self-service action in Workday or require additional assistance on locating the right resources. All submitted cases get routed directly to the appropriate UCF representative.

SEARCH FOR HELP

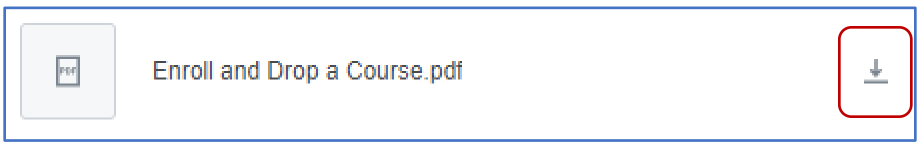
In this example, our user is seeking information finding and enrolling in a course.

1. From the home page, use the search bar to **Search** for a common term such as ‘course’.
2. On the search results page click **Articles** to view related articles.
3. Related articles will display.
4. Select an article.



Each article will provide information to review and an option to download a job aid with step-by-step instructions and screen images of select processes.

Select the download icon to download the pdf version of an Article if available.



PROVIDE FEEDBACK

Your feedback is important to continually improve Workday Help support. After reviewing the article and related job aid:

1. Answer the question: **Was this article helpful?**
   a. Select **Yes.**
   b. Select **No.**
      - Provide a justification in the text box provided
   c. Click **Send** to submit.

CREATE A CASE

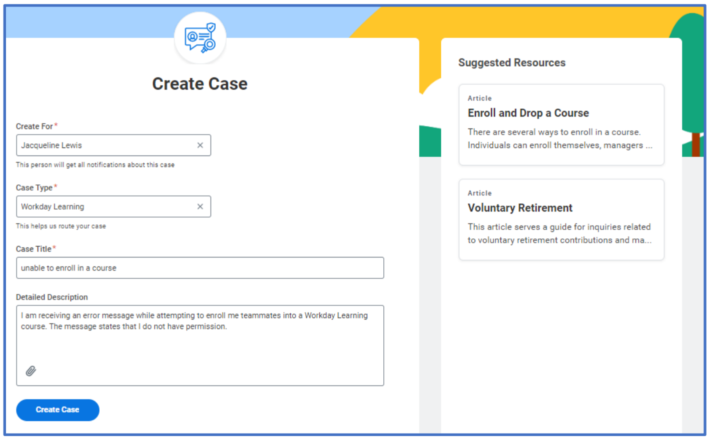
If you still require assistance after reviewing the Workday Help article and related job aid, you can create a case in Workday. Toward the bottom of the article, complete the following actions:

1. Select **Create Case**.

2. **Create For**: your name will auto-populate.
3. **Case Type**: select a related category from the drop-down menu.

4. **Case Title**: add a short description of the case.
5. **Detailed Description**: provide a detailed description of the case.

a. **Attachments**: use the paperclip icon to attach relevant screen shots.



Note: As you populate the fields on the Create Case page, related articles will display to the right in the **Suggested Resources** section. Select additional articles to help guide you to your answer.

*A new tab will open if you select an article in the **Suggested Resources** section without closing the case you began to create.

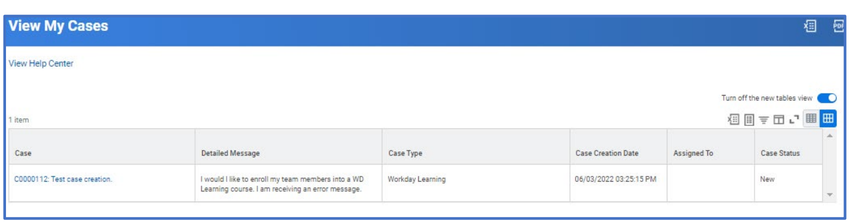
6. Select **Create Case.**

REVIEW A CASE

Your case will be routed to designated staff from kNEXT, business centers or service desk teams that can best answer your question. They will have the security access to review and close a case in Workday.

Follow these steps:

1. Search **View My Cases.**
2. Select the View My Cases report to review all cases and statuses.



3. Click the case name to review details.

4. Click **Reply** to add additional information or notes to assist the case manager.
5. Click **Add Attachment** to include attachments.