Workday FAQ

The following questions were posed during our initial training. Some of the questions have been paraphrased to achieve broad applicability. If you have questions about these FAQ or other questions, please reach out to your institution's Help Desk or Service Desk for support. We will continue to add to this library as we learn more about Workday in our live environment.

General Workday Information

Q: When will we get to access Workday?

A: CCC, CNM, NNMC, and SFCC went live with HCM (HR and Payroll) and Finance in Workday on December 17, 2022. The teams are continuing to load historical financial data over the next month or two.

Q: How will I access Workday?

A: Go to https://www.myworkday.com/wday/authgwy/chess/login.htmld. Please reach out to your institution's Help Desk or Service Desk if you are unable to log into Workday or have difficulty locating the login location for your institution.

Q: Will we be able to access Workday from anywhere, or only from campus?

A: You can access Workday from anywhere via the internet with no VPN requirement. You may also utilize the Workday mobile app.

Q: How quickly can we download and start using the Workday mobile app?

A: The app is available now for free download. See Download the Workday Mobile App for more information.

Q: What is available in the "Shortcuts" area of the menu?

A: In Workday, you can configure your shortcuts with tasks, reports, and external links.

Q: Will I receive emails or Workday Inbox notifications?

A: Workday send emails and the mobile app sends push notifications when a Workday Inbox task is created. You can configure email settings using the [Notification Preferences tip sheet](#).

Q: What is the "Close" button used for when viewing an Inbox task?

A: Close allows you to close out of the current task in your Inbox and return to it at another time.

Q: Will the Workday Inbox replace my email?

A: Workday's Inbox is separate from your regular email, but you will receive an email message when you receive a new Workday Inbox task.

Q: Should we log into Workday every day, or will we get notifications via email if something in Workday needs our attention?

A: Workday send emails and the mobile app sends push notifications when a Workday Inbox task is created. You can configure email settings using the [Notification Preferences tip sheet](#). You will log into Workday to complete the tasks.

Q: How do I know which apps are available or needed to perform actions?

A: Apps are available based on role. On the Workday home page, select "View All Apps" to see what is available to you.

Q: Can I add a Google or other calendar?

A: Currently, there is not an integration with any external calendar app.

Q: Will we have access to a crosswalk of terminology from Banner to Workday?

A: Yes, there is an online [glossary of key terms](#) as well as a [Tip Sheet Crosswalk](#) and a [Banner-Workday Crosswalk tip sheet](#).

Q: Does "Time" refer to timesheet?

A: Yes, Time is the name of the application where time entry occurs. Many institutions refer to this as a timesheet.

Q: What is the difference between "adjunct" and "part-time" faculty?

A: Some institutions use the term adjunct, and some use the term part-time.

Q: Will there be integrations between employee profile information and Cornerstone, CNM's LMS, and record of training?

A: CNM will integrate Workday with Cornerstone as the employee Learning Management System.

Q: What employee information is visible to others in Workday?

A: Any college employee can search for and view others' name, title, contact information, department, manager or supervisor, location, and pronouns, if provided.

Q: Will Workday be used to access things such as class rosters and schedules?

A: We are currently using Workday's HCM (HR and Payroll) and Finance systems. We will maintain Banner for the Student Information System until 2025.

Q: Will students be able to add their gender and pronouns also?

A: This feature is specific for employees currently. Student employees can update this information. Students will gain this functionality when we go live with Workday Student.

Q: What happens if you are both a student and an employee?

A: Employee functions occur in Workday. Student functions occur in Banner.

Q: Can you have more than one emergency contact?

A: Yes. Alternate emergency contacts can be added, but one must be designated as primary.

Q: Will use of other sites be discontinued, such as OnBase, Banner, Time-Off Manger Pro, and Parking services?

A: There may be limited uses of things such as OnBase. Banner will still be used for Student Information Systems functions. CNM's use of Time-Off Manager Pro will be discontinued. Please reach out to your institution's Help Desk or Service Desk to inquire about specific product functionality.

Q: Will our employee IDs change, or will they be the same as we currently use? IDs impact how individuals log into library resources and other services.

A: Faculty and staff will be issued Workday ID numbers. Functionality of Employee ID Cards is institution specific. Please follow up with your institution's Help Desk or Service Desk with specific functionality questions.

Time Entry and Absence

Q: At CNM, if employees had time off approved through Time-Off Manager Pro, does this time off need to be re-entered into Workday?

A: Time off requests need to be re-entered into Workday for approval.

Q: Can we change time entry after it has been submitted? After is has been approved?

A: Time that has been submitted but not approved can be cancelled or changed. Approved time may be changed and resubmitted. Time entry changes for previous pay periods may have pay consequences.

Q: How would I submit exact times off? For example, I only want to take off 2-4 p.m.

A: Use the Comment field to indicate hours off when requesting an absence.

Q: In what increments of time can time be entered and time off be requested?

A: Please see the policies for your specific institution for time entry and time off increments.

Q: Will official Human Resources forms, such as FMLA, be submitted through Workday or just available for download?

A: Leave of absence, such as Family Medical Leave, is coordinated through HR. Contact your institution's HCM (HR AND PAYROLL)representatives as needed for additional information.

Q: Can managers or supervisors edit the time entered for employees?

A: Yes, they can enter and edit time for a worker, which will override the employee's previous entries.

Q: Will Absence types remain the same?

A: The types of time off and leave available to employees are determined by the institution's internal policies. See Requesting Time Off for more information.

Q: Is the system programmed for a "work week" assuming staff work 8 hours per day, 5 days per week?

A: Workday defaults to 8 hours per day. Hourly employees select the days for which they work and for which they take time off.

Q: Are there time categories for on-call hours, snow days, and other special types of work hours?

A: Each college determines the types of hours available. Please refer to your institution's policies and procedures regarding these types. See Entering Time in Workday for more information.

Q: Is it possible to block off days on the calendar to prevent employees from requesting time off on specific days?

A: It is not possible to block days on the calendar for this purpose.

Q: When are timesheets due?

A: Timesheet submission deadlines may vary by school, but the dates will be determined by the timeline necessary to run payroll. Please follow up with your institution's Payroll office for more information about the time submission and approval deadlines.

Q: Does the move to Workday mean that paper time sheets are no longer acceptable?

A: Yes, all time entry must be completed through the Workday system. Managers or supervisors will approve in the Workday system.

Q: Will all leave requests be approved through the Workday system?

A: Yes, all leave for all employee types will be approved through Workday.

Q: Does the employee receive a notification when the manager or supervisor approves absence requests?

A: Yes, a Workday notification generates an email when a time off request is approved or declined. Approvals are noted on the leave and absence calendars with green check marks.

Q: Do both exempt and non-exempt enter their time in Workday?

 A: Only hourly or non-exempt employees enter time in Workday. Exempt or salaried employees only need to enter leave requests in Workday.

Q: Is it required to disclose why I am taking sick leave?

 A: No, except where institutional policy may specify additional paperwork is required.

Q: Can I request professional time off?

 A: There is no longer this leave type. Employees will have regular pay for hours worked.

Q: Will others be able to see when an employee is out of the office? How do managers or supervisors view team time off?

 A: Managers or supervisors can view time off details for their team. Coworkers can view your time off with no detail. Additional reports in My Team Management can display upcoming absences. Employees will not see time off for their supervisors and higher.

Q: Is there a default schedule? How would I view coverage for my department?

 A: Managers or supervisors can review Team Time Off Reports.

Q: Will there be overtime slips to track for audit purposes?

 A: Managers or supervisors can pull a report of overtime details.

Q: Do employees need to enter holiday time?

 A: Employees do not need to enter holiday time. These hours are automatically entered into Workday.

Q: How do we submit time off for jury duty?

 A: Jury duty is a time off type.

Q: Are leave balances being brought into the Workday system?

 A: Yes, leave balances are current in Workday. Additionally, employees can forecast leave balances in the future to plan absence requests.

Q: As faculty enter time off, how do we divide out contact, office, and other hours?

 A: Use the Comment field to add details. Contact your college for specific process information.

Q: If a faculty member requests time off, where is the substitute's name entered?

 A: Place the substitute's name in the Comment field.

Q: If an hourly employee forgets to clock in one day, can the employee submit their time the next day?

A: This policy is institution specific. Employees will follow the policies and procedures established by their institutions. Please reach out to your institution's Payroll office for more information.

Q: Can supervisors and employees at some institutions customize their ongoing schedules if they work alternative work schedules (e.g. four 10-hour shifts or noon-8 p.m.).

A: Employees enter their time as appropriate. Alternative schedules can be declared by employees.

Q: Once an exempt employee has requested time off and it is approved, are there any additional steps?

A: Once leave is approved, the employee does not need to perform any additional action.

Q: If I accidentally approve time entry, is there a way through the business process to return that time for correction?

A: Prior to the submission deadline, managers or supervisors can enter time off, make corrections, or overwrite previous time entries. However, they cannot make changes from the approval screen.

Q: How is leave without pay handled?

A: This is a leave type and is dependent upon institutional policy. Contact your Human Resources office for additional information.

Q: At CNM, there are lab techs that have unpaid time. How is that entered and accounted for?

A: Hours are paid on an hourly basis. You do not need to enter leave with no pay; only put the hours worked.

Q: Do we track our lunch breaks each day?

A: This depends on the institution and how time is entered. Please follow your institution's policies for recording hours worked.

Q: Can flex time be requested through Workday for CNM faculty?

A: Use the Comment field to note that flex time is requested. There is not a separate button or leave type for flex time.

Q: Do I need to change my view since I have multiple roles?

A: There is no need to change view when you have multiple roles. You can enter time using the Time App, request leave using the Absence App. You do not need to switch back and forth between views. Workday knows when you are submitting time for yourself or approving someone else's time by use of the apps.

Q: Will student employees need to enter time when there are no hours worked?

   A: No. They will not enter time if they do not have hours.

Q: How are contingent workers paid?

   A: Contingent workers are paid through accounts payable. Faculty and Other Employment Contracts

Q: What is Period Activity Pay?

   A: Period activity pay are period-based contracts for payment. These are often for faculty overload, adjunct and part-time faculty pay, and similar.

Q: Where do I access faculty contracts and Personal Action Notices?

   A: Contracts for term-by-term teaching will appear in the employee's Workday Inbox and via Workday email notification.

Q: When will contracts be received through Workday?

   A: This timeline varies by school. Please reach out to your HR Office for more information.

Q: Will course release project contracts for full-time faculty appear in Workday?

   A: No.

Q: How are Service Contracts or Professional Services Contracts handled?

   A: This is dependent upon institutional policies and procedures. Please check with your institution's HCM (HR and Payroll) office.

Q: Does Period Activity Pay replace FLAC on myCNM?

   A: Yes, you will view the contract in your Workday Inbox.

Pay and W2 Information

Q: With the system changing to Workday, will we only have one W2 from Workday? Or will we have to get W2s from both systems?

   A: For 2022, W2s will be posted in the legacy systems. As we continue to upload historical information, we anticipate that W2s will be available in Workday by searching for "My Tax Documents."

Q: What happens to all our historical pay slips?

   A: Pay slips will migrate from Banner to Workday.

Q: On pay stubs, will we be able to see a breakdown of pay types (ex. base salary, overload pay, project compensation, holiday pay)?

   A: Compensation will have all visibility to include hourly, period activity, etc. The compensation area will include all details. It will also correspond to which course is taught.

Q: At CNM, will we still receive our paystubs in an email? Will it be a locked PDF? Do we need to re-sign up for electronic W2?

   A: CNM employees will continue to receive paystubs via email. Tax documents including W2s will be available electronically as well.

Q: Is the CNM Ingenuity organization switching from PayCom to Workday?

   A: Ingenuity will still use PayCom for non-CNM staff.

Q: Who do we contact if we have questions about our pay?

   A: This process does not change. Consult your Payroll office for income questions.

Q: Is there a way to see current cost account information from which employees are being paid and to change the account distribution?

   A: This can be done through costing allocation. The distribution process is at the worker level. The split must exist on the person role before Payroll finalizes. If the employee was in the legacy system, the split should exist in Workday.

Delegations (Proxy)

Q: Is there an option to proxy?

   A: This feature is called "Delegation" in Workday.

Q: What is Delegate?

   A: Like the "Proxy" feature in Banner, Delegate allows users to assign others to complete approvals on the employee's behalf.

Assets

Q: How can I look up equipment inventory?

   A: You can use the "Find Assets" report in Workday. Other reports are also available, depending on the specific information being sought. Reach out to your finance office for more information.

Q: Will there be additional documentation to walk through steps for making a budget adjustment?

   A: See Budget Management for more information.

Travel and Procurement Cards

Q: Whose responsibility is it to complete Spend Authorizations, also known as travel requests?

   A: This responsibility is dependent upon institutional policies and procedures. It is possible for travel coordinators or others to submit spend authorizations on behalf of travelers.

Q: How do travel requests work for students?

A: An employee will create the travel request for the student. Please follow up with your institution's procurement office for more information.

Q: The new spend authorization (travel request) process requires us to budget meals for breakfast, lunch, and dinner. What are the current rates for these meals?

A: These rates vary by school and location. Please contact your school's procurement office for more information.

Q: Can employees seek reimbursement for airfare, hotel, etc. and not use a procurement card?

A: Employees can be reimbursed according to institutional policy. For more information, please contact your procurement office.

Q: Do we do expense reports for mileage?

A: Yes. First, create a spend authorization, before the travel happens. Reimbursement rates are set.

Q: What happens if a P-card transaction is declined and the traveler must use their own card or pay cash?

A: This will rely on specific institutional policy. Please work with a manager or supervisor or the accounting office. Documentation will be required for all expenses.

Q: Does Workday replace Bank of America (Works) for P-card reconciliation?

A: For the current time period, please submit P-card reconciliation both through Workday and through Works. This will be re-evaluated later.

Q: Is there a "cheat sheet" that can be used to complete monthly p-card reports?

A: Yes, there is a crosswalk list of accounts for department budget managers. P-card expenses will integrate in Workday daily.

Q: At my institution, faculty program heads utilize P-cards to purchase supplies before the beginning of the semester and to open "Open PO" accounts for faculty with main local suppliers. Will all of this be completed through Workday? Previously, we submitted a PO request with our department administrative assistants.

A: A requisition must be completed in Workday for these purchases. Institution-specific policy will determine who / how to initiate this process.

Q: Can expense reports remain open if waiting for an additional receipt? If the expense report is not closed, will funds be released for the receipts that have been declared?

A: Expense reports can be saved as a draft, and the entered information will be retained. If the employee is to be reimbursed, the employee will want to submit as quickly as possible. Keep track of the spend authorization number so that another expense report can be submitted later and noted to also apply to the same spend authorization.

Q: Can I charge P-Card expenses to someone else's accounts?

A: Yes. This process will follow institutional policies and procedures.

Q: Where do I find P-Card purchases?

A: In the Workday Search box, type "Credit Card Transactions Not Expensed" and select the report to view purchases in a given date range.

Q: Will there be additional training for how to submit travel requests?

A: We will be offering additional training and support in January. For institution-specific travel policies and procedures, please reach out to your supervisor for more information.

Q: What is an expense report?

A: Expense reports are used to request reimbursement for travel and to indicate if procurement card items are received.

Budgets and Purchasing

Q: Will all the cost center codes be changing? If so, when will we receive them?

A: Yes. This information will be available at go-live for Finance in January.

Q: Will "create a requisition" request create a PO for the vendor?

A: The requisition is not the same as the PO. The requisition is created first and goes through an approval process. Once approved, the Purchasing office will create the Purchase Order for goods.

Q: How is a Purchase Order issued?

A: The buyer will issue the purchase order after the requisition is fully approved.

Q: Who is responsible for creating a receipt, Purchasing or department admins?

A: Receipts can be created by the employee, the shipping and receiving department, an administrative assistant, or the purchasing office.

Q: When would a requestor create receipts for services POs that are charged monthly throughout the fiscal year?

A: If a requestor does not submit a receipt when the goods and services are provided, the Accounts Payable will notify the Requestor and Shipping and Receiving that they need to create a receipt when an invoice is received. Goods should be receipted by either the requestor or shipping and receiving once they are received. Services should be receipted once the invoice is received by the requestor.

Q: Will there be training for PO revisions?

A: Yes. Be on the lookout for additional training topics in January.

Q: Are current vendors in Banner being transferred to Workday?

A: Yes, all active, current vendors in Banner are being imported into Workday.

Q: Can we search Workday for the Banner Vendor Code?

    A: No. Search by the supplier name.

Q: How is a new vendor created?

    A: This is handled by the purchasing admin and accounts payable office. W-9 information is needed. Please follow up with the Accounts Payable office at your institution.

Q: What is the legal authority to spend at the cost account level?

    A: The authority to spend budget is at the ledger account level, not the spend category level. Workday will look at the total available budget for all a department's discretionary funds when determining if a transaction has sufficient budget. For example, if a department has $3,000 budget in Travel and $5,000 budget in Training, Workday views that department's budget as $8,000 when performing a budget check.

Q: Will training on the ad hoc payment process be available?

    A: Yes. Specific information on this topic will be provided at the department level for specific cases.

Q: If I am a cost center manager, will I have this role separately for particular accounts or for all accounts under my position?

    A: Any const center you have access to will show under the organization.

Q: Will it be possible to pull old data for previous budget activity?

    A: We will load activity for FY23 Year-to-Date. Moving forward, data will be in Workday. Previous data will have to be accessed in Banner.

Q: How will Journal Entries occur in Workday?

    A: You will send a request for a journal entry to Accounts Payable to move the expense.

Q: What is the difference between a temporary and permanent budget adjustment?

    A: This functionality and utilization are specific to schools. Contact the accounting office for more information.

HR and Hiring

Q: Can we tell from reports which positions are vacant?

    A: Yes. In the Workday Search box, type "Open Positions" and select the report. Access is based on security roles.

Q: The Invite to Apply function, is that so you can see someone on indeed.com, Zip Recruiter, former applicant, etc.?

    A: This can display internal and external potential applicants.

Q: If the primary recruiter is on leave, can other authorized HR staff member(s) access the primary recruiter's functions to complete the hire?

A: Yes. Authorization is achieved by assigning a delegate.

Q: Can anyone or any department create job requisitions or can only those in HCM roles?

A: Managers or supervisors and HR Partners can create job requisitions.

Q: Will managers or supervisors schedule interviews?

A: Yes, managers or supervisors can schedule interviews.

Training, Tip Sheets, and Support

Q: What are Tip Sheets and how do I access them?

A: Tip Sheets on key topics and processes in Workday are available on the chess.edu website under Mission: All Together 2025 > Training and Resources. Translations are available for Spanish and Vietnamese for many key topics.

Q: Will there be instructions for entering time, other than the on-demand video?

A: Entering Time in Workday provides step-by-step instructions for entering time.

Q: What Workday training is available?

A: We have a complete training schedule with descriptions available on the chess.edu website on the Training and Resources page. Training is available for All Employees (Staff), All Faculty, All Managers, and many other role-based topics. The training schedule is updated frequently, so please see that page for the most up-to-date information or reach out to your institution's training representative(s). We also have on-demand training available through each institution's training systems. Please reach out to your training representative(s) for more information.

Q: Will student employees also receive training?

A: Yes, student employees will be notified of the need to complete the All Employee Training to ensure they are prepared to complete their time entry and other tasks in Workday.

Q: When do we anticipate further training on additional topics will be available?

A: We are continuing to evaluate future training needs and demand. Please be on the lookout for communication from your training representative(s) about upcoming topics and dates in January 2023. To request training on a topic, please reach out to your institution's Help Desk or Service Desk.

Q: When will we receive training on hiring?

A: Additional functional-area specific training will be available in January 2023.

Q: Who will I contact if I get stuck or need help?

    A: Each institution is providing Workday support through its existing Help Desk or Service Desk. Please reach out to your institution's support team with questions.

Q: I only work on weekends. Will there be anyone available to help on weekends?

    A: Yes. Please reach out to your institution's Help Desk or Service Desk for assistance.

Q: How will on-call sheets work at SFCC?

    A: On-call sheets will continue to be mailed.