Workday Baltimore Toolkit

Contents

Workday Wednesdays

- **Newsletters**

- **Open Enrollment Email Blasts**

Start preparing for Workday now. Click <u>HERE</u> to view the Instructor-led training webinar.

Welcome to our Workday newsletter

You will receive this newsletter bi-weekly as part of our **Workday Wednesday** campaign where you will receive helpful Workday information, tools, and resources every Wednesday. **Workday Wednesdays** will get you over your Workday learning hump each week.

Phase 1 of Workday is going live on October 26!

Workday is a new solution to manage the City of Baltimore's human resources, payroll, and financial business processes. Employees use Workday to manage their benefits, pay-related information such as direct deposits and W-4s and personal information such as home address, mobile phone numbers, and emergency contacts. The Department of Human Resources, Department of Finance, and Baltimore City Information and Technology are excited to bring this dynamic new resource to employees with October's launch. Workday tips, tricks and resources will be presented in the Eblasts each week.

Why are we changing our system?

We want an integrated system that allows our employees to easily access information, work more efficiently and connect with employees across the city. Workday will allow us to focus our time and attention on activities that align to our strategic vision and empower our employees and managers with easy access to the appropriate data to drive business decisions.

Is my personal information secure in Workday?

Workday delivers world-class infrastructure, policies and procedures to ensure data is protected. Security threats and risks are mitigated through strong internal controls and a comprehensive security program designed to ensure the protection and integrity of personal data. Workday consistently passes rigorous third-party compliance audits, including multiple SAS70 Type II audits, and certifies to the U.S. Safe Harbor program for data privacy.

Will Workday require training?

The City of Baltimore website has hosted a number of Job Aids (training documents), webinars, and video tutorials as well as live trainings. Use link provided to view the webinar recordings. **(CLICK HERE)**

For more information visit:
workday.baltimorecity.gov

Key Dates

October 26, 2020
ALL City Employees will begin using Workday for Human Capital Management, Compensation and Benefits functions.

November 2, 2020
Open Enrollment begins in Workday.

December 13, 2020
Absence Management and Time Tracking live in Workday.

January 2021
First City paycheck through Workday.

Word on the street

"Workday…the City of Baltimore steps to productive business processes with modern technology."

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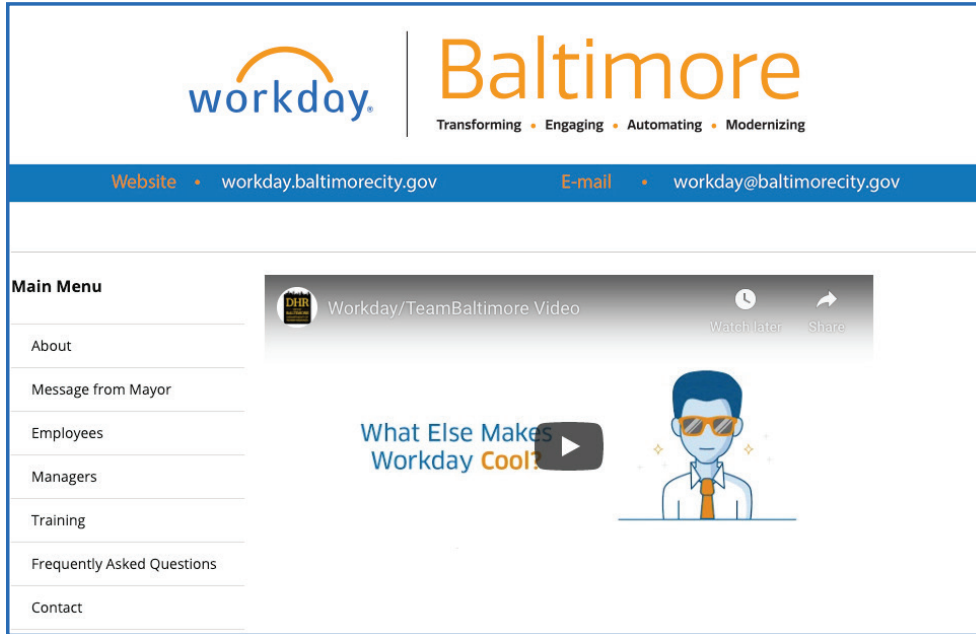*"Workday provides the autonomy and control to manage your own personal HR information confidently and securely."*

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"Easier to use and better than ADP."

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"Workday holds a lot of potential to greatly improve and align current City of Baltimore processes and data in a unified system. Reaching that potential is contingent upon the City's workforce engaging with, learning, asking questions, and providing feedback on the elements in the new system that will become part of the City's daily work in service to its citizens."

Where to go for Workday information?

Visit the Workday BALTIMORE website to get answers to all of your Workday questions.

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Website • workday.baltimorecity.gov   E-mail • workday@baltimorecity.gov

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What Else Makes Workday **Cool?**

Workday Terminology

Business Process: The set of tasks that need to be completed for an event to occur, the order in which they must be done, and who must do them.

Core User: Employees who use Workday every day as part of their regular responsibilities. They may be responsible for administrative roles in Workday.

End User: Employees who use the self-service portions of Workday.

Task: A business process step that you must complete. For example, task alert notifications are triggered by steps in a business process.

User Groups: Functional and regional based user groups where customers and Workday share information.

Worklet: A compact report displayed as a "tile" on the Home page, providing easy access to tasks and information used on a regular basis.

Workday FAQs

Q: *Is Workday replacing ADP for payroll?*
A: Yes, Workday is replacing ADP.

Q: *Will we be able to change our direct deposit information in Workday? When will we be able to do so?*
A: Yes, this is feature of employee self-service. This feature is available effective day one in Workday. An employee can update all personal information, including banking 24/7 from any device.

Q: *Are the trainings recorded? Will these trainings be available for new staff as they start?*
A: The trainings were recorded and are available at this link.

Q: *How long does it take for the system to get updated with personnel actions (i.e. role changes)?*
A: All employee self-service actions are immediate. Any delays in a business process occur when an action is pending in a person's inbox.

Q: *We have a few contract persons who do not currently have city emails. Will a city email be required for them to use Workday?*
A: If they are contract service specialist or a contractor that is paid directly by the City, they can contact the HR Practitioners for the agency and request an email account. If they are a contractor from a third party vendor, they will not get access to the system until phase 2 Go Live.

Questions?
For more information visit: **workday.baltimorecity.gov**
Or, please email us at **workday@baltimorecity.gov**

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Phase 1 of Workday is going live on October 26!

After this date, you will begin to interact with Workday by logging in and exploring the Self Service options.

What are Employee Applications (Apps)?

When logging into Workday, all employees will arrive at the Workday landing page. Along with the Inbox and Notifications, you will have access to several icons called "applications." Each "app", also known as a "worklet", gives you easy access to tasks and information you use on a regular basis.

Inbox
The Inbox presents actionable items associated with a user's role. The Inbox is split into "actions" and "archives." **The Inbox is organized in chronological order making it easy for users to access tasks and historical actions**.

Personal Information
The Personal Information application allows you to view/change the following information:
  • **Contact Information**
  • **Personal Information**
  • **Emergency Contacts**

Benefits
The actions in the Benefits application **allow you to change and view your benefits, dependents, and beneficiaries**. Benefits can only be changed or elected during open enrollment; or if you are a new hire or have a qualifying event. Beneficiary and dependent information can be updated at any time.

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November 2, 2020
Open Enrollment begins in Workday.

Starting on December 13, 2020
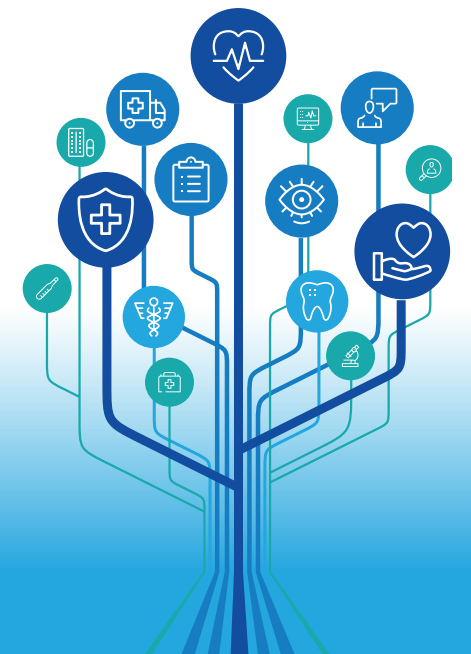Absence Management and Time Tracking live in Workday.

January 2021
First City paycheck through Workday.

Open Enrollment
November 2nd - November 20th

The 5 Virtual Open Enrollment dates are: 11/2, 11/5, 11/10, 11/12 and 11/18, 2020

Each Fair is 10:00 am to 2:00 pm

OPEN ENROLLMENT
November 2nd - November 20th

Bernard C. "Jack" Young
Mayor, Baltimore City

COB Employee Workday Webinar Training: *Benefits and Accessing Workday*

REGISTER HERE: https://attendee.gotowebinar.com/rt/6941359153133765903

This webinar is for all City of Baltimore employees and provides Workday training on the following:

• Access and view Workday eLearning training videos

• Accessing your current employee benefits and preparing for Open Enrollment

• Everything you need to know to access and login to Workday on October 26

Training schedule:

Monday-Friday, October 19-23
AM 6:30-7:30, 9:00-10:00
PM 12:00-1:00, 3:00-4:00
5:00-6:00, 8:00-9:00

Saturday, October 24
AM 9:00-10:00
PM 12:00-1:00

Sunday, October 25
AM 9:00-10:00

Workday is coming and ADP is leaving.

Stay tuned for Workday Website 2.0

Visit Workday.baltimorecity.gov to get answers to all of your Workday questions.

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What Else Makes Workday Cool?

Workday Terms

Benefit Event: An event in the employee's life that gives the employee the opportunity to change benefit elections. These include staffing changes and also "life events," for example, getting married or having a new child.

Job Aids: The "how-to" guides to all Workday functions.

Life Event: A kind of benefit event that occurs in the employee's personal life, for example, getting married or having a child.

To-Dos: To-Dos are reminders to do something outside of the Workday system. They can be part of business processes, and have to be marked complete before the workflow will go to the next step.
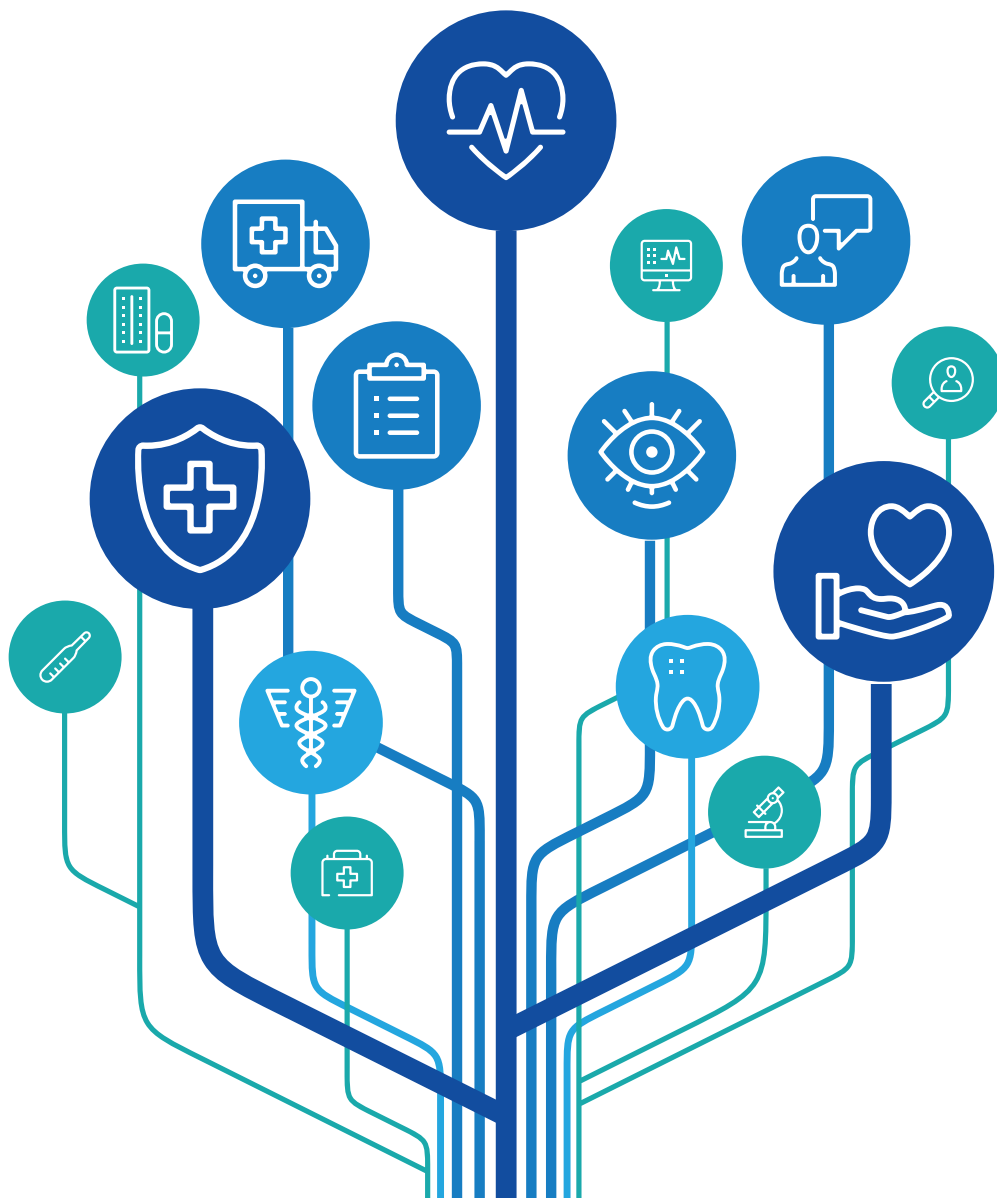
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Questions?
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Or, please email us at **workday@baltimorecity.gov**
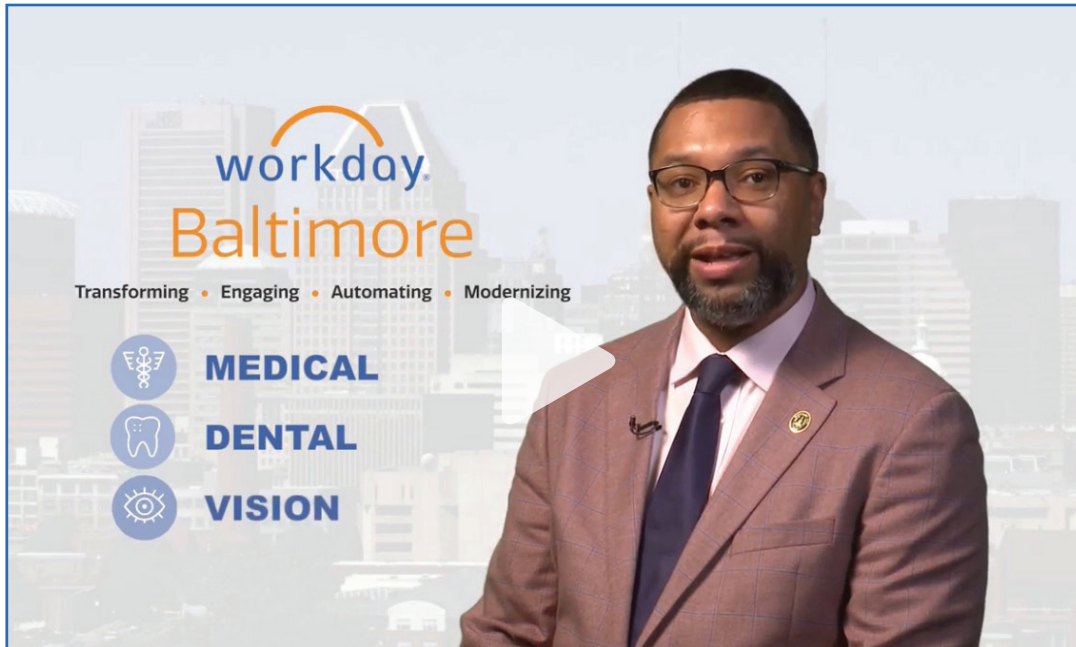
Open Enrollment
November 2nd - November 20th

Visit humanresources.baltimorecity.gov to review the
2021 Active Employees Benefits Book

Log in to Workday to complete your 2021 Benefits selection

Introducing the City's Open Enrollment process this year in Workday

Open enrollment will begin Nov. 2nd and end Nov. 20th

Open Enrollment Video

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Go LIVE

- **E-mail blasts**

Workday Go LIVE, what to expect.

Starting today you will receive emails that contain everything you will need to help you begin your journey in Workday.

Go LIVE Checklist

This checklist contains the top things you will need to complete in Workday on Day One.

Getting Started Guide

This Guide provides you with step-by-step directions for logging into Workday and navigating to complete your Go LIVE Checklist.

Where to Go for Workday Support

Contact your HR Practitioner and/or Agency Readiness Coordinator (ARC) or you can visit our Workday website at workday.baltimorecity.gov or email us directly at workday@baltimorecity.gov.

Employee Go LIVE Checklist

We are pleased to announce Workday (Human Capital Management and Benefits) will Go-Live, October 26, 2020. To ensure the accuracy of your employee information, utilize this checklist to verify your information in Workday. Log in to Workday with your employee credentials. For additional support and questions about Workday please contact your agency HR Practitioner or view the website at Workday.Baltimorecity.gov.

1) Personal Information

Review:

☐ Personal information

☐ Name, gender, race/ethnicity, marital status, etc.

☐ Contact information

☐ Name/title

☐ Photo

2) Pay

Review/Change:

☐ Deposit information

☐ Federal/State Tax withholding elections

3) Benefits

Review:

☐ Benefit elections

ADD

☐ Dependents

4) Inbox

Review:

☐ Action & inbox Items

4) Directory

☐ Organization chart

Website • **workday.baltimorecity.gov**   Email • **workday@baltimorecity.gov**

Getting Started with Workday

Employee User Guide

Website • **workday.baltimorecity.gov**   Email • **workday@baltimorecity.gov**

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As a City of Baltimore employee, you can view your own information in Workday and perform many self-service tasks. Using Workday, you will perform tasks such as entering your time worked, requesting leave, and updating personal information. You will also use Workday to review your compensation, benefits, and more! This guide covers the applications, worklets, icons and terms that will help you use the system. Using standard processes, you can view and edit your information. You can initiate changes directly in the system and, when necessary, Workday sends the request for appropriate approval – all online, all in one place.

EMPLOYEE CHECKLIST

To ensure the accuracy of your employee information, utilize this checklist to verify your information in Workday. Log in to Workday with your employee credentials. For additional support and questions about Workday please contact your agency HR Practitioner or view the website at Workday.Baltimorecity.gov.

1) Personal Information

Review:
- ☐ Personal information
- ☐ Name, gender, race/ethnicity, marital status, etc.
- ☐ Contact information
- ☐ Name/title
- ☐ Photo

2) Pay

Review/Change:
- ☐ Deposit information
- ☐ Federal/State Tax withholding elections

3) Benefits

Review:
- ☐ Benefit elections

ADD
- ☐ Dependents

4) Inbox

Review:
- ☐ Action & inbox Items

4) Directory

- ☐ Organization chart

Applications are a starting place for you to view information and initiate tasks. Applications are also referred to as Worklets in Workday. Depending on your role, and responsibilities, your Home Page will include applications specific to your needs. You can rearrange your applications according to your preferences.

APPLICATION (WORKLET)	WHAT IT MEANS OR HOW TO USE IT
	Absence An application linking you to common actions and views related to time off (vacation/sick), including time off correction, leave of absence, view your time off, and time off balance.
	Benefits An application linking you to common actions and views related to benefits, including change benefits, beneficiaries, and dependents. View your benefit elections and current benefits cost.
	Pay An application linking you to common actions and views related to your pay. You can use this application to access withholding elections and payment elections (direct deposit) and to view payslips, total compensation, and one-time payment history and tax documents.
	Personal Information An application linking you to common actions and views related to your personal information, including changing your contact and personal information (such as addresses, email, and phone numbers), emergency contacts, legal name and preferred name.
	Time An application linking you to common actions and views related to your time, including entering your time and viewing your time off balance. Hourly employees will enter time using this application.

NAVIGATE THE HOME PAGE

The Workday Home page displays applications and worklets that provide access to tasks.
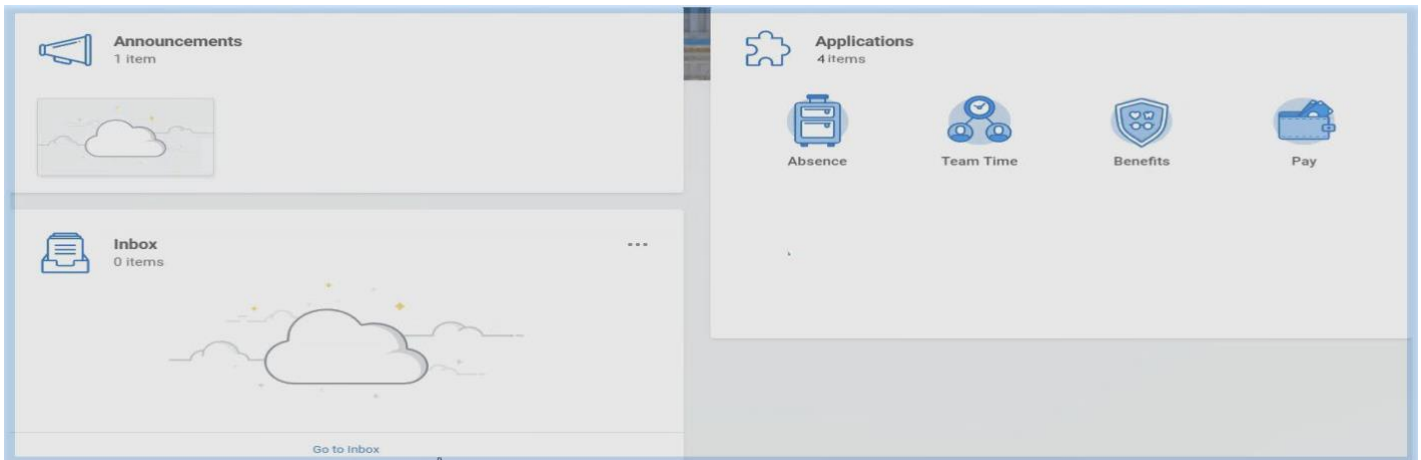

WORKDAY INBOX

Your inbox is the central location for tasks that require your attention, as well as an archive of recently completed tasks. **The Actions tab** defaults and shows the process status of pending transactions that require an action from you.

Clicking on an item opens the transaction details. Items in your inbox are not deleted, they move to **the Archive tab** once you have completed or submitted the task.
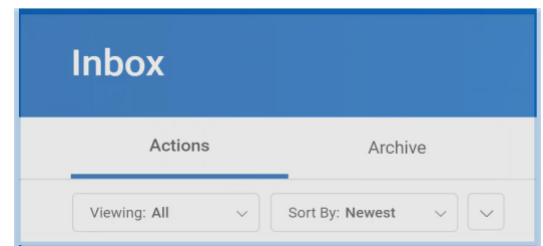
WORKDAY NOTIFICATIONS

Access your Notifications by clicking the Notifications icon in the upper right corner of your Workday screen. Notifications are messages that Workday sends automatically as certain task and processes are completed. Notifications may impact you, but do not require any action (e.g., alerts, process completion status).
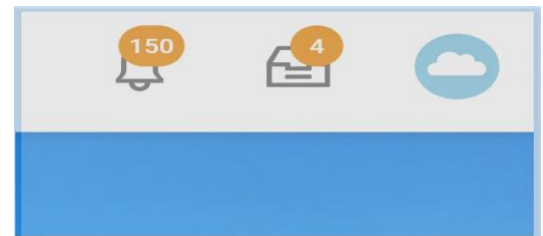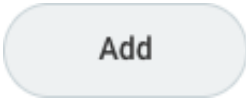
VIEW PROFILE
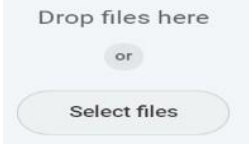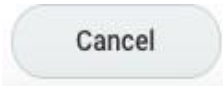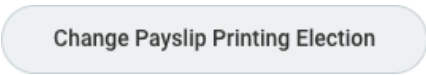
Access your employee profile by clicking the Cloud icon in the upper right corner of your Workday screen. Select the cloud to view your Worker profile. You can also access personal information, such as compensation and benefits details, time off information, and more by clicking the View Profile link below your name.
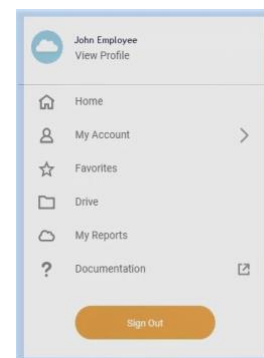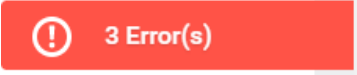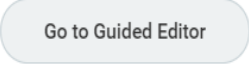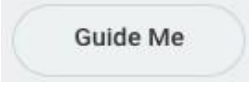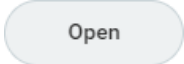
KEY ICONS

Workday makes it easier for you to track activities, search for answers and fill in responses. Below are some of the key icons you will see and how to use them.

ICONS	WHAT IT MEANS AND HOW TO USE IT
Q Search	**Search** A field on the home page that enables you to **find tasks**, **reports**, and **people within your organization** (department or agency). Search allows you to narrow results by categories including common, organizations, and all of Workday. If you do not see the task, report, or employee you are looking for in the dropdown list, press **ENTER** to view a full list of items that contain your search term. Note: The Search feature does not accommodate for spelling errors. Try searching through some "keywords" for what you are looking for.
W	**Workday Logo** Displays your Home page. This icon can also be used to navigate back to your home page
Actions / View	**Actions and View** Buttons for commonly grouped tasks and reports. Accessed through worklets.
Add	**Add Button** A clickable button that lets you add additional information to any task.
⚠ 1 Alert View All	**Alert Message** Soft warning message that alerts you about system limitations based on configuration. This message enables

	you to continue your work without resolving the issue.
	Arrow A clickable icon that opens the page to additional areas that can be edited. Also referred to as the More icon.
Drop files here or Select files	Attachments Icon A clickable icon that lets you attach .pdf files, Word, and Excel documents to a task.
Go Back Back	Back Button A clickable button that returns you to the previous page.
	Calendar A clickable icon that opens a calendar to select a date.
Cancel	Cancel Button A clickable button that disregards a change.
Change Payslip Printing Election	Change Payslip Printing Election Button A clickable button from the Pay application, where you can change your payslip printing election.
	Chart A clickable icon used to view a report as a chart.
	Comments Icon A clickable icon you can use to leave comments for yourself or other users for a particular page or task.
	Configure Applications A clickable icon on the home page where you can configure the applications that appear on your home page. Depending on your organization's configuration, some applications may be required, while others are optional. This icon can also be used as a Settings icon.
Continue	Continue Button A clickable button that advances you to the next page or the next step in your task's process.

⊖	**Delete Row** A clickable icon that removes the current row from a grid.
❯ Details	**Details** A clickable icon that opens additional information relating to your task.
Done	**Done Button** A clickable button that closes a confirmation screen.
Edit	**Edit Button** A clickable button from the Payment Elections in the Pay application that you can use to change your account information.
✏	**Edit Icon** A clickable icon that enables the user to add and remove information on the page.
ⓘ 3 Error(s)	**Error Message** Hard warning message that alerts you when there is a critical error. An error must be corrected to move forward in a process or to enable your configuration.
X▦	**Excel** A clickable icon used to view a page as an Excel file. This can be restricted using the domain Export to PDF and Excel.
≡	**Filter** A clickable icon used to narrow down data. Clicking this icon will create a row on your report where you can filter data to display from one or more columns.
Go to Guided Editor	**Go to Guided Editor** Walks you through the fields and sections of a task to assist you in completing it. (future releases)
Guide Me	**Guide Me Button** Guides you through the fields and sections of a task toward completion. (future releases)

	Location, Email icons
	Located in the Worker Profiles. Location is location of the worker, email is the email address of the worker.
	More Button
	A button that displays several additional choices based on the business process.
	Next Button
	A clickable button that advances you to the next page or the next step in your task's process.
	OK Button
	A clickable button to accept and save your changes.
	Open Button
	A clickable button to open the desired task.
	Add Row Icon
	A clickable icon to add a row to the current grid.
	Related Actions
	A clickable icon that enables the user to perform additional actions for an object. Possible actions include viewing your current benefit elections, editing your contact information, and requesting time off. For it to become visible, hover the cursor over the magnifying glass or any "clickable" text and then click the icon to see any actions that you can perform for that object in Workday.
	Remove Button
	A clickable icon that deletes an area.
	Request Absence Button
	A clickable button to request absence from the Request Absence application
	Note: The request absence button will display the number of days that you request off.

*	<u>Required field indicator</u> A field with a red asterisk indicates you must enter a value for this field before saving or submitting the page.
Save	<u>Save button</u> A clickable button to save the item you are working on.
Save for Later	<u>Save for Later Button</u> A clickable button that save the item in your Inbox until action is taken.
Sign Out	<u>Sign Out Button</u> A clickable button to sign out of the Workday system
Submit	<u>Submit Button</u> A clickable button to submit your changes, while advancing the business process to the next step.
	<u>Tag</u> A clickable icon to insert a CRF into notifications, emails, and other communications
	<u>View Team</u> A clickable icon that links directly to an organized chart of your team and organization. Can be accessed from the Worker Profile

KEY TERMS

TERM	WHAT IT MEANS
Payment Elections	This is the same as direct deposit. You can modify under the Pay application
Supervisory Organizations	Supervisory organizations group workers into a management hierarchy and are the primary organization type in Workday. All workers in an agency are hired into supervisory organizations.
Withholdings Elections	This is the same as W-4 Tax Withholdings and DE-4 State Withholdings. You can modify both under the Pay application

I-9 Section 1	The new hire will complete Section 1 of the I-9 form in Workday prior to their first day of employment
Military Status	The Military Status defines the veteran status of an employee, for example, Special Disabled Veteran, Vietnam Era Veteran, Newly Separated Veteran, or Other Protected Veteran.
Termination Date	The first full day a person is no longer a City of Baltimore employee.
Veteran Status Identification	The Veteran Status Identification allows Veterans to identify as a Protected Veteran enabling them to participate in the Vietnam Era Veterans' Readjustment Assistance Act of 1974 benefits.

LIST OF JOB AIDS

Job Aids provide step by step instructions on how employees can complete a task in Workday. The City of Baltimore website has hosted a number of Job Aids (training documents), webinars, and video tutorials as well as live trainings. Use link provided to view the Employee Self Service Job Aids listed below.

	JOB AIDS
Getting Started	Change Your Business Title
	Change Your Preferred Name
	Change Your Work Contact Information
	Identify Your Place in Your Organization
	Navigating Workday
	Using the Workday Search Feature
	Using Your Workday Inbox
HCM	Complete I-9 Form
Benefits	Navigating Open Enrollment
	Manage Your Benefits
Payroll	Change W-4 Withholding Elections
	Add Tax Elections: Federal and State
	Maintain Your Payment Elections
	Manage Payroll Options

Workday Go LIVE, where to go for support.

Contact your HR Practitioner and/or Agency Readiness Coordinator (ARC) or you can visit our Workday website at workday.baltimorecity.gov.

If you are having issues logging into Workday, please contact the BCIT Service Desk at BCIT.ServiceDesk@baltimorecity.gov.
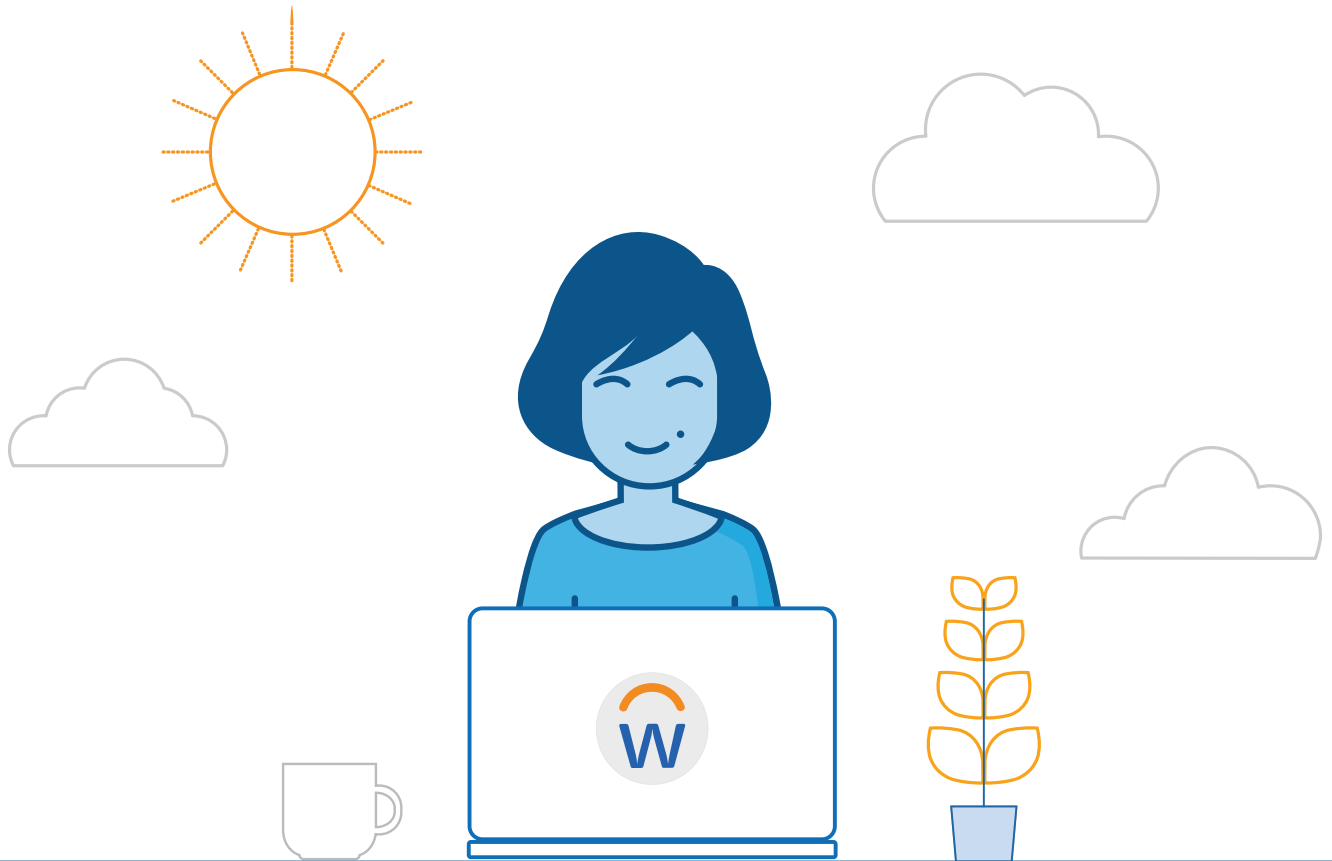
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Sunday, December 13

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MyADP Self Service Portal
goes away October 25

Workday Employees Self Service Portal
arrives October 26

HR Practitioners and ARCs

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Amy Guevara	Police Department	Amy.Guevara@baltimorepolice.org

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