workday® Quick Facts
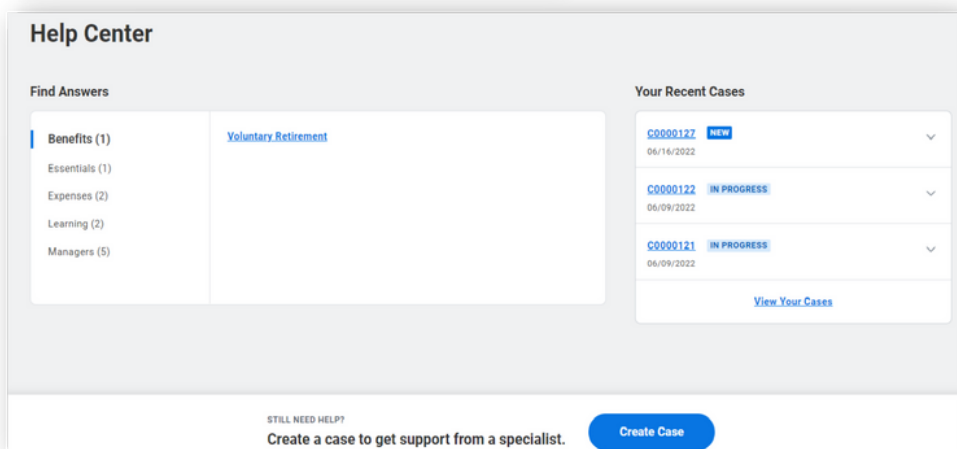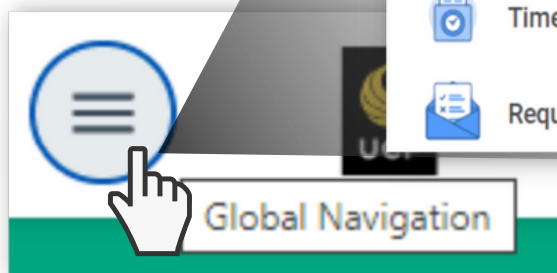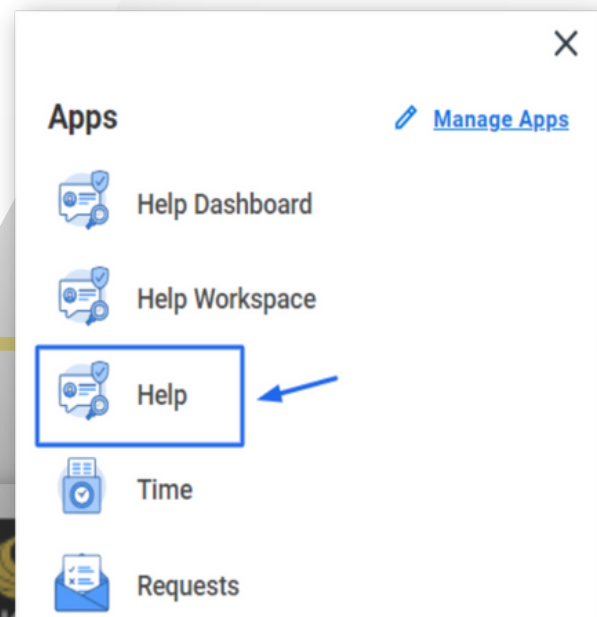
WORKDAY HELP

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.
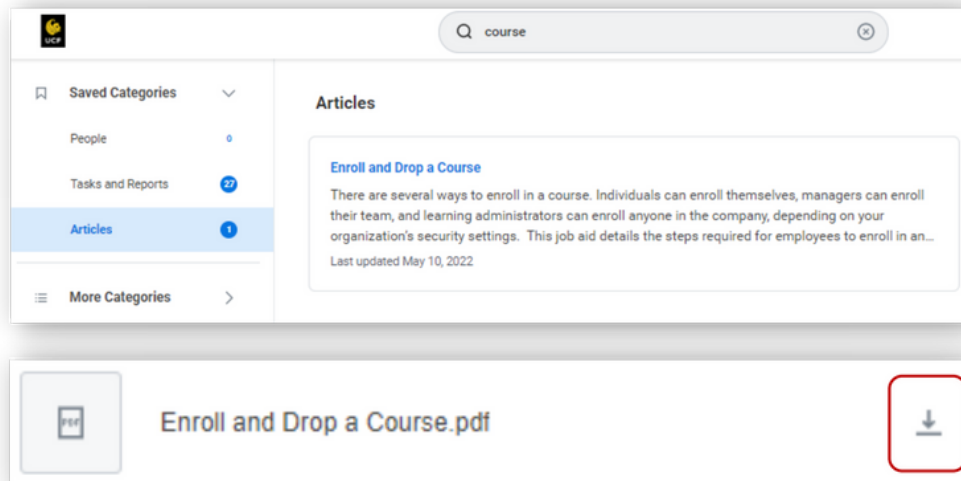
Apps ✕ ✎ Manage Apps
- Help Dashboard
- Help Workspace
- Help
- Time
- Requests

ACCESSING WORKDAY HELP

1. Click on the top-left global navigation panel.
2. Select the Help application.
3. Open the Help Center.

Workday Help includes the following two components:

- Knowledge Base - All Workday job aids and videos demos, along with additional UCF resources, will be available as Articles within the Workday Help Knowledge Base.

- Case Management - Users may submit a Help Case if they are unable to perform a self-service action in Workday or require additional assistance on locating the right resources.

Global Navigation

Help Center

Find Answers | Your Recent Cases
Benefits (1) | Voluntary Retirement | C0000127 NEW 06/16/2022
Essentials (1) | | C0000122 IN PROGRESS 06/09/2022
Expenses (2) | | C0000121 IN PROGRESS 06/09/2022
Learning (2) | |
Managers (5) | | View Your Cases

STILL NEED HELP? Create a case to get support from a specialist. **Create Case**

SEARCH FOR HELP

Q course ⊗

Saved Categories | **Articles**
People 6 | **Enroll and Drop a Course**
Tasks and Reports 27 | There are several ways to enroll in a course. Individuals can enroll themselves, managers can enroll their team, and learning administrators can enroll anyone in the company, depending on your organization's security settings. This job aid details the steps required for employees to enroll in an...
Articles 1 | Last updated May 10, 2022
More Categories ›

📄 Enroll and Drop a Course.pdf ⬇

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

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.
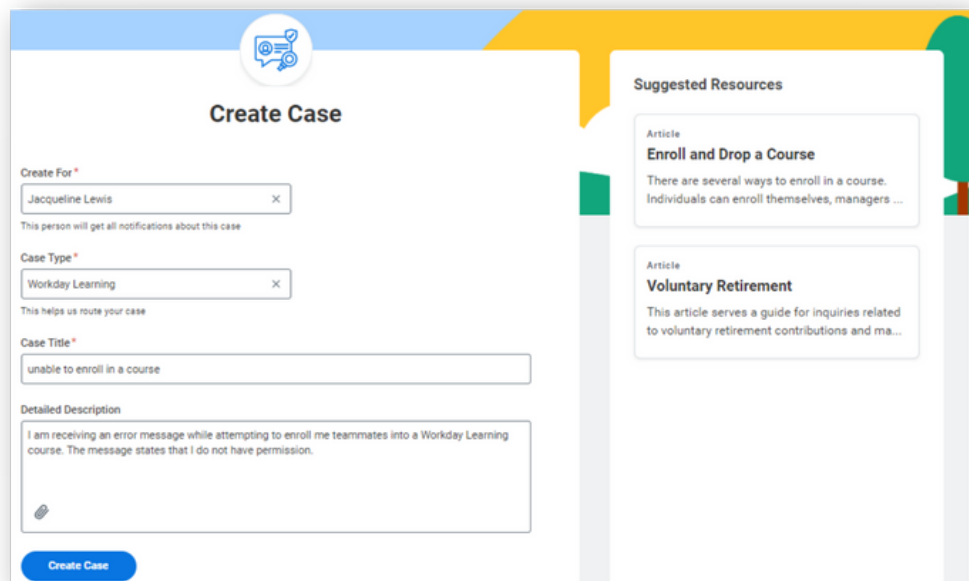
CREATE A CASE

Create 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.
   *Attachments: use the paperclip icon to attach relevant screen shots.
6. Select Create Case.

Create Case

Create For *
Jacqueline Lewis ✕
This person will get all notifications about this case

Case Type *
Workday Learning ✕
This helps us route your case

Case Title *
unable to enroll in a course

Detailed Description
I am receiving an error message while attempting to enroll me teammates into a Workday Learning course. The message states that I do not have permission.

📎

Create Case

Suggested Resources

Article
Enroll and Drop a Course
There are several ways to enroll in a course. Individuals can enroll themselves, managers...

Article
Voluntary Retirement
This article serves a guide for inquiries related to voluntary retirement contributions and ma...

REVIEW A CASE

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.

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.

View My Cases

View Help Center

Turn off the new tables view

1 item

Case	Detailed Message	Case Type	Case Creation Date	Assigned To	Case Status
C0000112: Test case creation.	I would like to enroll my team members into a WD Learning course. I am receiving an error message.	Workday Learning	06/03/2022 03:25:13 PM		New

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🌐 https://knightvision.it.ucf.edu

NEWSLETTER
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