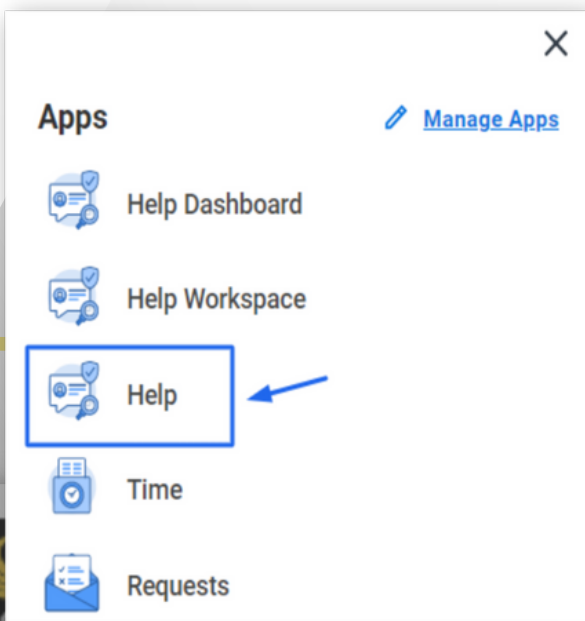


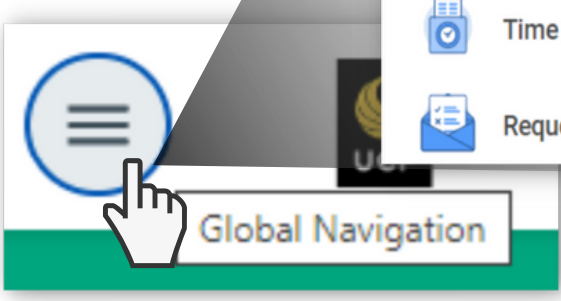
## WORKDAY HELP

**?** 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.



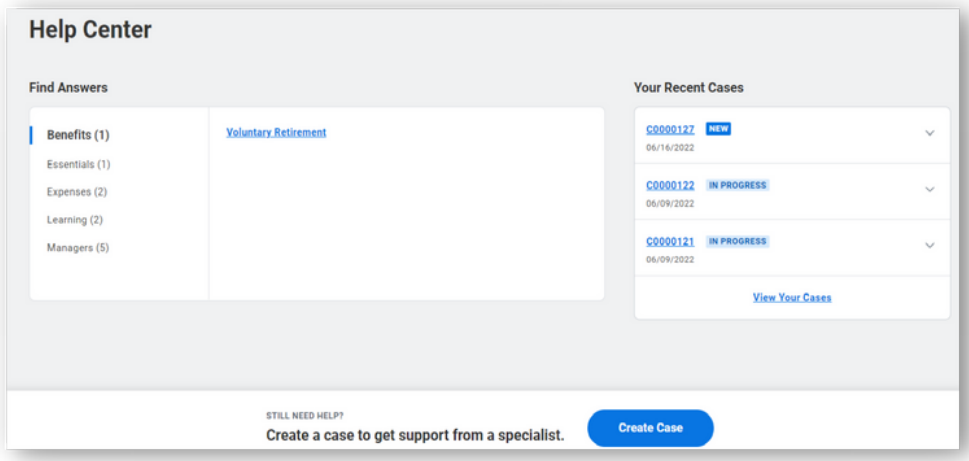
## ACCESSING WORKDAY HELP

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

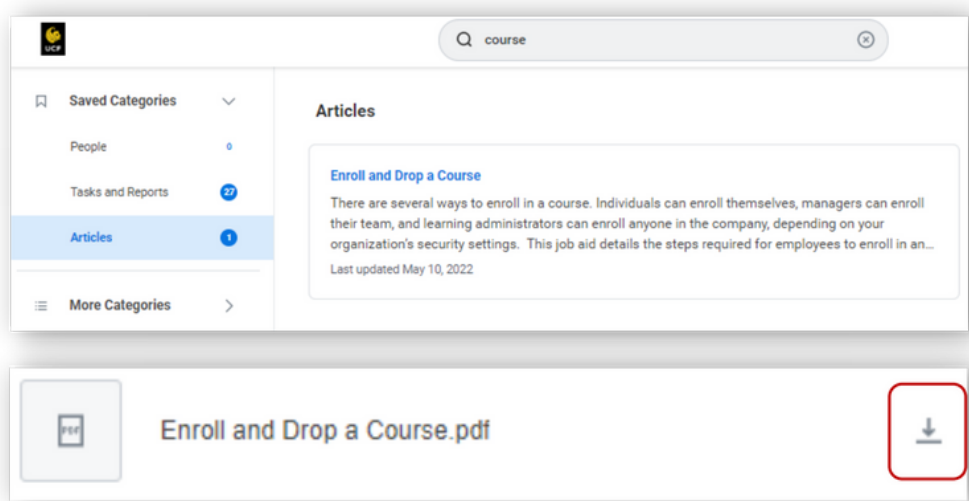


Workday Help includes the following two components:

- 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.



## SEARCH FOR HELP

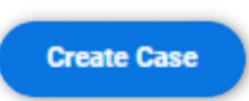


- 1 From the home page, use the search bar to Search for a common term such as 'course'.
- 2 On the search results page click Articles to view related articles.
- 3 Related articles will display.
- 4 Select an article.

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.

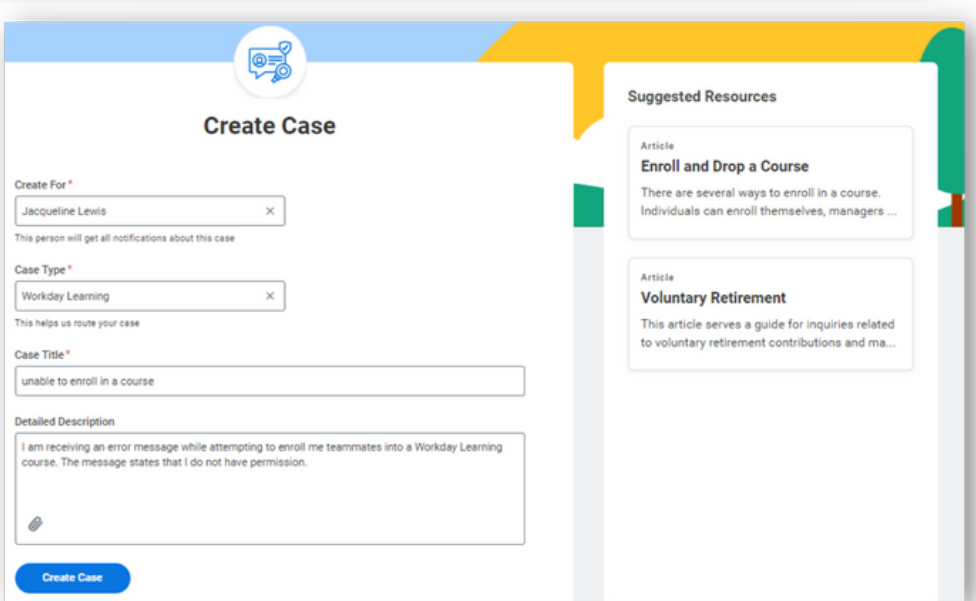
\*Select the download icon to download the pdf version of an Article if available.

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



## 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.

