

WHERE TO GO AND WHO TO CONTACT FOR HR AND FINANCE INQUIRIES AND REQUESTS

NEED HELP WITH HR, FINANCE OR WORKDAY, AND YOU ARE NOT SURE WHERE TO START?

KNEXT.UCF.EDU



Best for most questions—it's quick and self-driven

- For example, find contact information for your business centers, central offices and kNEXT

WORKDAY HELP



Best for help with HR and Finance needs and finding job aids and answers to FAQs

- Contact your HR & Finance Business Centers, kNEXT and Central HR and Finance offices by submitting a case via Workday Help; cases submitted in Workday Help will automatically route to the appropriate person to support your HR & Finance issues, inquiries and needs
- Find job aids and FAQs in our Knowledge Base
 - For additional self-driven training, access Workday Learning, our new LMS where we will migrate training

407-823-NEXT



Want to talk with someone?

- kNEXT Customer Care Coordinators can route your question to the right support team or assist you with a Workday self-service need
- For example, Customer Care Coordinators can assist employees with managing their personal information in Workday, time and time off questions, paycheck questions, etc.
- kNEXT's phone line (407-823-NEXT) hours of operation are from 8 am - 5 pm EST.