Workday for Staff – Frequently Asked Questions

UBC is implementing a new human resources and finance system called Workday. Workday will go live November 2, 2020. To help you prepare for go-live, below are a few Frequently Asked Questions with more information about Workday.

**Personal Information:**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>Where will I be able to view my payslip?</td>
<td>You will be able to view your payslip on your personal Workday profile.</td>
</tr>
<tr>
<td>Will the personal information for each employee be transferred from PeopleSoft to Workday by go-live?</td>
<td>Yes, all personal information will be transferred from PeopleSoft to Workday.</td>
</tr>
<tr>
<td>If we are updating a staff member’s personal information on their behalf, is a delegation set-up process needed?</td>
<td>HR staff are able to initiate those requests on behalf of the employees. No delegation is required.</td>
</tr>
<tr>
<td>Besides the employee, who can update personal information like address, phone number, etc.?</td>
<td>People Managers, HR Analysts, HR Partners and Senior HR Partners can update an employee’s personal information on their behalf.</td>
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**Training:**

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<tr>
<td>What training is available for staff and where are they available?</td>
<td>Self-directed training on how to use Workday is now available through the Workplace Learning Ecosystem (WPL). Materials, such as quick reference guides, webinar recordings, and videos can be reviewed at the users’ own pace, and should be completed before go-live in November 2.</td>
</tr>
<tr>
<td>Will there be any additional training available after go-live?</td>
<td>Yes, there will be ongoing training, although it will follow a slightly different model as it moves from the IRP into sustainment with the Integrated Service Centre (ISC). It should become a part of standard training at UBC for both current and new employees.</td>
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**Time Tracking:**

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<tr>
<td>Who will use time tracking in Workday?</td>
<td>Hourly staff and students will use the time tracking function in Workday. Salaried staff and students who are eligible for exception time will use time tracking to only track exception time.</td>
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**Absences:**

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<td>Will information in Personal Absence Tracking (PAT) be transferred to Workday?</td>
<td>Yes. PAT balances in the system by October 15 will be transferred to Workday. For all other absence tracking systems they must be approved and submitted by October 26.</td>
</tr>
<tr>
<td>What will happen with entered Overtime?</td>
<td>Overtime will not be converted and will need to be entered into Workday. Further information is available on the Preparing for Go-Live webpage.</td>
</tr>
</tbody>
</table>
What do I need to do to prepare?

- **Ensure you know and adhere to go-live deadlines**
- Complete applicable training in advance of go-live
  - **Workday Basics**: to learn how to navigate the Workday online environment (~45 minutes)
  - **Workday HR 101 for Student and Hourly Employees**: to learn about key HR concepts in Workday (~60 minutes)
  - **Workday HR 101 for Salaried Staff**: to learn about onboarding, absence and benefits (~90 minutes)
  - These courses include the following tasks (reference guides linked):
    - Entering time
    - Requesting an absence
    - Viewing and updating personal information
    - Updating emergency contact
    - Viewing and updating payment and tax elections
  - Connect with your Manager to get the latest news about the transition to Workday
  - **Sign up** for the IRP newsletter and share IRP updates regularly with your teams
  - **Attend** upcoming IRP Call Ins (or watch recordings) about preparing for go-live

**Job Aids**

Access and search all Job Aids [here](#).

- **Updating Personal Information**
- **Enrolling in Benefits & Pension**
- **Updating Beneficiaries**
- **Time Tracking & Absence**
- **Buying Goods and Service** – [Catalogue](#) | [Non-Catalogue](#)
- **Paying for Goods and Services** – [Catalogue](#) | [Non-Catalogue](#)
- **Viewing Your Payslip**

What to Expect?

**Before Go-Live**

- All the latest information on the Integrated Renewal Program, including important dates, [FAQs](#) and other communications materials, is available to all on the [IRP website](#).

**After Go-Live**

- Additional support for questions, issues, and requests will be available through the [Integrated Service Centre (ISC)](#) post go-live. Once Workday launches, the current IT self-service portal will become UBC’s self-service portal, providing access to Workday support.
- Note that after go-live, the ISC will provide how-to support for the following myWorkday tasks:
  - **Benefits / Pension**
  - **Internal Job Postings**
  - **Pay & Tax Withholdings**
  - **Personal Info**
  - **Time Off & Leave**
  - **Time Tracking / Timesheet**
  - **Travel & Expenses**
  - **Workplace Learning & Professional Development**