Frequently Asked Questions

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Find answers to common questions about the Workday Go-Live and what it means for you.

About Workday

What is Workday?
Workday is a system for managing HR and Financial business processes. Unlike UBC's legacy systems that relied on intensive manual and paper processes Workday leverages a modern technology platform.

The implementation of Workday at UBC will deliver the following benefits to the UBC HR and Finance community:

- An engaged, collaborative and exceptional learning, research and working environment for students, staff and faculty is supported
- A cohesive alignment of practices and processes is enabled
- A simple, intuitive, consistent user experience is created where we interact with confidence and ease
- Reliable, integrated, and accessible institutional data enables people to make informed, strategic decisions
- UBC and its people are positioned to embrace opportunities and adapt to future needs and requirements
- Robust, secure, sustainable solutions are provided that are fiscally responsible

Training

Do I need to take training to use Workday?
Minimal training will be necessary for most Workday users. Quick reference guides and videos are available through Workplace Learning. More extensive training is available for Finance/HR/Payroll teams.

What if I missed training or need more training?
You can complete or boost your training by visiting Workplace Learning. Additional drop-in sessions to learn about key Workday topics like notifications, delegations and Workday Basics is available to book through the Hypercare Office Hours, Training and Events Calendar.

Working in Workday

When I make changes in Workday, when do they take effect?
For changes that do not require review and approval, your changes take effect immediately. For changes that require approval, this will depend on internal timelines in your faculty, department, or unit.
Integrated Renewal Program

What if my information is wrong in Workday?
Please contact your Unit’s HR Partner, or contact the Integrated Service Centre for additional support on how to change your personal profile.

For more information around viewing or updating personal information, go to the “How do I” cheat sheet list.

How can I make the text bigger?
On your browser menu bar (at the top of the browser window), select View, Text Size, and then increase the size.

Can I use Workday on a Mac?
Yes, you can use Workday on a PC or a Mac through a supported browser.

Pay in Workday

When are pay slips available?
Pay slips are available in Workday the day after the payroll has been processed.

How do I see my paychecks for the year for tax purposes?
All pay slips can be viewed in Pay section in Workday. Learn more here.

Report Questions

What Finance and HR Reports are available at Go-Live?
There are a variety of Workday HCM (Human Capital Management) reports and Finance reports available. A summary of reports can be found here. Over time, the number of reports available will grow.

Note that many screens in Workday are also real-time “reports” that can be exported and filtered.

The top 5 Finance and HR reports will help you get started.

How do I request a Workday report?
You can create, view and download simple reports within the self-serve function of Workday. Alternatively, you can contact the ISC to request a new Workday report or to ask for support with an existing report.

System Questions

What systems is Workday replacing?
Workday is replacing UBC’s Student Information System (SIS), Human Resource Management System (HRMS), and Financial Management System (FMS). There are also changes to PersonHub, Hyperion, SIS, ePayment, ISIS, RiSe applications.

To find a full list of applications see the Application Ecosystem Program Site.
Integrated Renewal Program

Can I still access PeopleSoft?
At go-live, people attempting to click legacy PeopleSoft links will be presented with a transition page. On that page, visitors can choose to go to either Workday or PeopleSoft. This choice will be remembered until the existing browser is closed and a new one is opened. The Workday link will always lead directly to Workday.

People who currently have access to HRMS/FMS will have view access (and depending on their role, reporting access on the historical data)

Technology Questions

What browser should I use to access Workday?
Mozilla Firefox and Google Chrome are the preferred browsers for Workday. To use Internet Explorer, please ensure you are using version IE 11, as Workday Open Frame is required for 7.x and 8.x. If you experience any browser issues, please contact your local IT helpdesk.

Do I still use VPN?
No, you do not have to use VPN.

Support Questions

What are the ISC service desk hours?
Monday-Friday 7:30am-5pm.

How do I get support for questions related to my access in Workday?
Your access in Workday is tied to your functional role at UBC and the Supervisory Organization that you belong to. While all efforts have been made to ensure people have the access they need at go-live, it is possible you may find you don’t have access to information you had in the past. If you require changes to your access, please contact the ISC.

How do I access support outside of ISC hours or for an emergency?
Access to the online, self-service knowledge base is available 24/7 but phone support is not available after 5:00 pm. You can submit an urgent ticket at anytime to get support using UBC’s self-service portal at ubc.service-now.com/selfservice. This will be addressed within 1-2 business days.

How will ISC be managing peak volume times?
To manage high-volume times and increase capacity, the ISC has set up teams of specialized resources to expedite request/incident resolution. Please direct all queries to the ISC post go-live. You may track the status of your ticket online through UBC’s Self-Service portal at ubc.service-now.com/selfservice.

Are there any times when Workday will be unavailable for scheduled system maintenance?
Downtime periods will be posted on a weekly basis. Please note that they will be performed outside of working hours, generally within a 3-hour window on Friday nights, to minimize impacts to operations. A release calendar will be published shortly.
Additional Resources

Other questions and answers can be found on the Q&A searchable database.

Don’t see what you’re looking for? Contact us through ServiceNow to ask additional questions.

**Note:** Many of the links below require a CWL login.

**Helpful Links**

**Training**

Hypercare Office Hours, Training and Events Calendar

Workplace learning

Searchable FAQs

**Support**

ISC Self-Service Portal and Knowledge Base

UBC IT

Contact a Learning Rover through your Transition Network Lead (UBCV | UBCO)