## HOW TO USE THIS DOCUMENT

In this document you will find guidelines for accessing support, contact details, and common examples of where to get support for key groups at UBC.

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UBC SUPPORT ECOSYSTEM
The integrated service centre (ISC) will be an added support to UBC’s ecosystem.
GUIDELINES FOR ACCESSING SUPPORT

1. Contact the ISC if you have questions or need support with:
   - Workday (e.g., navigate, resolve issues, or request access)
   - Finance and HR queries (e.g., how to execute Finance or HR tasks in Workday)

2. For confidential or sensitive HR queries, contact HR.

3. If you are a departmental administrator supporting HR or Finance tasks, continue to work directly with your existing contact in HR or Finance. Examples include non-workday questions related to:
   - Procurement
   - Return to Work
   - Revenue Accounting
   - Coaching
   - UBCO Finance
   - Financial Reporting
   - Comptroller's Office
   - Research Grants
   - Payroll
   - Etc.

4. All other support services remain unchanged, and can be accessed through typical channels (e.g., LT Hub, IT Service Centre, Salesforce, Facilities, AEP applications).

5. Still not sure? Contact the ISC and we will help direct you to the right place!
HOW TO ACCESS SUPPORT

1. Search the Workday knowledge base online
   Find answers quickly using our searchable knowledge base.

2. Submit a ticket
   Submit and track the status of your queries. This will replace current email correspondence.

3. Connect with an IRP Learning Rover
   Connect virtually through Learning Rover Office Hours or reach out to your Transition Network Lead to learn more about how to connect with your unit or faculty Rover.

4. Talk to a representative
   Connect with an ISC service representative to receive direct support.

   Book through your TN Lead (UBCV | UBCO)

   Vancouver | 604-822-8200
   Okanagan | 250-807-8163
**SUPPORT JOURNEY**

For Faculty

1. **Knowledge Base**
   - Search the **Workday knowledge base**
   - Search the **Workday knowledge base**
   - Search the **Workday knowledge base**
   - Search UBC’s **HR website** for guidelines, policies, and procedures
   - Search the **Finance website** to find more information on policies and procedures
   - Search the **IT knowledge base**

2. **Request Help**
   - Submit a ticket to the **ISC**
   - Submit a ticket to the **ISC**
   - Submit a ticket to the **ISC**
   - Contact **HR**
   - Contact your faculty or unit **Buyer**
   - Submit a ticket to the **IT Service Centre**

3. **Talk to a Rep**
   - Call the **ISC**
   - Call the **ISC**
   - Call the **ISC**
   - Contact **HR**
   - Contact your faculty or unit **Buyer**
   - Call the **IT Service Centre**

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**Common questions**

- **ISC**
  - “I need help assigning someone as my timekeeper. I also would like to know the access they will have once assigned.”
  - “I need help submitting expenses for my research project, what do I do?”
  - “I have questions about my pay statement, what do I do?”
  - “How do I change the delegations and notification settings in Workday?”

- **HR**
  - “I have questions about the tenure and promotion process.”

- **Finance**
  - “I need to make a purchase from a specific supplier, what do I do?”

- **IT**
  - “My CWL isn’t working, what do I do?”

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**Integrated Renewal Program**
“I submitted overtime in the last pay period but don’t think I was paid for it.”

Search the Finance website to find more information on policies and procedures.

Submit a ticket to the ISC

Call the ISC

“I would like to view and update my personal information but don’t know how.”

Search the Workday knowledge base

Submit a ticket to the ISC

Call the ISC

“Why am I not eligible for group benefits?”

Search UBC’s HR website for information on benefits

Submit a ticket to the ISC

Call the ISC

“I don’t have the right access in Workday, what should I do?”

Search the Workday knowledge base

Submit a ticket to the ISC

Call the ISC

“I need to report a workplace ethics violation.”

N/A

Contact HR

Contact HR

“I need to make a purchase from a specific supplier, what do I do?”

Search the Finance website to find more information on policies and procedures

Contact your faculty or unit Buyer

Contact your faculty or unit Buyer

“I can’t connect to the VPN, what do I do?”

Search the IT knowledge base

Submit a ticket to the IT Service Centre

Call the IT Service Centre

Contact your faculty or unit Buyer
Common questions

"I'm trying to create a purchase requisition using a punchout catalogue, however, it isn't connecting to the supplier's website from Workday."

"I need to update my sup org chart but don't know how to do it through Workday."

"I have a question on how to hold a performance conversation."

"I need to purchase from a specific supplier, what do I do?"

"My staff member is requesting an ROE or income verification letter, what do I do?"

"I missed the deadline to approve hours for several of my hourly workers, an off-cycle payment now needs to be issued. What should I do?"

"My CWL isn't working, what do I do?"

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Knowledge Base

1. Search the Workday knowledge base

Request Help

2. Submit a ticket to the ISC

Talk to a Rep

3. Call the ISC

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ISC

HR

Finance

IT

Search the Workday knowledge base

Search UBC’s HR website for guidelines, policies, and procedures

Search the Finance website to find more information on policies and procedures

Search the IT knowledge base

Submit a ticket to the ISC

Contact HR

Contact your faculty or unit Buyer

Contact your faculty or unit Payroll Representative

Submit a ticket to the IT Service Centre

Contact your faculty or unit Payroll Representative

Contact your faculty or unit Payroll Representative

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Contact your faculty or unit Payroll Representative

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Call the IT Service Centre
I have a group of staff who submitted overtime in the last pay period but weren’t paid for it.

- Search the Workday knowledge base
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- Search the Workday knowledge base
- Search the HR website for collective agreements
- Search the HR website
- Search the Finance website to find more information on policies and procedures
- Search the Finance website to find more information on policies and procedures
- Search the IT knowledge base

I would like to view and approve time in lieu for my faculty but can’t find where in Workday.

- Submit a ticket to the ISC
- Submit a ticket to the ISC
- Submit a ticket to the ISC
- Contact HR
- Contact HR
- Contact your faculty or unit Buyer
- Contact your faculty or unit Payroll Representative
- Submit a ticket to the IT Service Centre

I want to know if this expense is eligible for reimbursement. What do I do?

- Search the Workday knowledge base
- Submit a ticket to the ISC
- Call the ISC
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- Call the ISC

Do I qualify for long term disability?

- Search the HR website
- Contact HR
- Contact HR
- Contact your faculty or unit Buyer
- Contact your faculty or unit Payroll Representative
- Submit a ticket to the IT Service Centre

I need to make a purchase from a specific supplier, what do I do?

- Search the Finance website to find more information on policies and procedures
- Contact your faculty or unit Buyer
- Contact your faculty or unit Payroll Representative

I want to know if this expense is eligible for reimbursement. What do I do?

- Search the Workday knowledge base
- Submit a ticket to the ISC
- Call the ISC
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My CWL isn't working, what do I do?

- Search the IT knowledge base
- Submit a ticket to the IT Service Centre
- Call the IT Service Centre
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