

In collaboration with the HR, IT, and IRP teams, below is information regarding onboarding new employees in Workday. Please review this information and share as appropriate with new hires for your faculty/unit. If you have any questions about the processes below, we have included specific contact information depending on your inquiry.

CWL creation for new hires:

The process for a new employee to create their campus wide login (CWL) requires a personal email address to be entered into Workday. This personal email address becomes a recovery point (e.g. password resets, identity verification, etc.) and communication point for users throughout their life at UBC. **The email address is required to complete the process.** Please inform the new hire that their email address must meet the following criteria:

- Must be an external email (cannot end in .ubc.ca) – e.g. FASMail account, student account or alumni account
- Must be unique to the employee – an email address shared with a common law partner is inadvisable (in case the partner applies/works at UBC)
- ***Must be entered in Workday prior to completing the new hire. Check their profile page to ensure the email is entered and meets the above criteria.***

Once a hire is successfully completed in Workday, this triggers two events:

1. The creation of the CWL login
2. Then the @UBC email address

This is an automated process and new hires can expect to see an email prompting them to activate their CWL within 5 days of their hire being successfully completed. Once the new hire receives the activation email in their personal email address, *the new hire has up to 72 hours to complete the CWL creation process before the link in the email expires. Remind the new hire that this email may be in their Junk email folder.*

The new hire will receive an email request to log into Workday (to review their offer letter) often **before** they receive the email to create their CWL. This is a known issue and causes some confusion.

Please advise your new hires to wait for the email to create their CWL before attempting to login to Workday. They must have their CWL log in information and a UBC email to login to Workday.

This will help to reduce confusion and queries to yourself, HR and IT.

This is an example of the email new hires will now receive moving forward:

Welcome to UBC!



UBC Notification <noreply@workday.svc.ubc.ca>

Today, 11:52 AM

UBC IT UBC Workday Testing

Rep

Hello Shrek Ogre,

To access Workday and accept your Employment Agreement, copy 'myworkday.ubc.ca' into your internet browser. You must have your CWL credentials to Workday, and once you are in, your Employment Agreement and onboarding tasks will appear in your Workday inbox.

If you do not already have your CWL credentials, you will receive an email from UBCIT with your log in information within 48 hours.

UBC philosophy is to minimize clickable links in e-mails. Accordingly, most Workday communications that you receive will NOT have clickable links. Please bookmark the Workday login page in your browser to go directly there in future. Thank you for helping to keep UBC secure.

We look forward to you joining our team.

CWL creation and Canvas access:

Once their CWL is activated **and employee ID is affiliated**, Canvas access can be created. Canvas access for the required courses is activated by the faculty, department or program.

For issues with student employee CWL affiliation please contact the UBCO IT Service Desk at (250) 807-9000.

For **direct** Canvas support, please contact <https://ctl.ok.ubc.ca/support/>.

Student CWL linking with employee ID:

Prior to Workday, student workers had to manually link their student CWL with their employee ID using their CWL PIN; this process/PIN no longer exist. In Workday, the following steps must be completed in order to automatically link the Employee ID and student CWL:

1. Complete the "DeDupe step"
2. Select the relevant student

If the employee has multiple CWLs, it will link to the primary CWL and complete the process. For support regarding student employee onboarding, please have them contact the UBCO IT Service Desk at (250) 807-9000.

If there are issues with multiple student hires, please have the first/last name and CWL account of new hire ready and submit a ticket using the IT Account Issue Request Form:

- Go to <https://ubc.service-now.com/selfservice>
- Request a Service
- Accounts & Access
- Submit a General Service Request

Please note: Anyone with a previous CWL account (e.g. student account, previous employee, or used a guest CWL account) may encounter issues with this process. Please ask new hires if they've had a CWL account previously.

For other Workday inquiries, please contact Lauren.Hatchard@ubc.ca.

Sincerely,

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Employee Relations

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Delivery