Workday FAQ's – Marathon County

Welcome to the Frequently Asked Questions Page for Marathon County. Please remember to visit our Workday Support Page for detailed Job Aids, Videos and additional Support Contacts that will further assist you with using Workday.

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Getting Started / General Questions

Q: When searching an employee, it shows Pre-Hire. What is this?
A: All employees will have a Pre-Hire profile. This happens in the recruiting process and when the employee is hired, they will also show as Employee. When searching for an employee, be sure to click on the profile that says "Employee".

Q: Will Workday integrate with Outlook or Teams?
A: Not at this time.

Q: If I have grant questions, who in the County can I refer to?
A: Please visit the Marathon County Workday Support Page for a full list of additional support contacts.

Q: Will Workday take over Taleo Recruiting System?
A: Yes- more to come on the Recruitment rollout.

Q: Will notifications be emailed like the inbox tasks notice?
A: This feature is still being tested and will provide update after Go-Live.

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Q: I don’t see the job aid for the task I need to complete, what do I do?
A: We are still reviewing and finalizing job aids but once completed they will be put on the site. In the meantime, please refer to the Workday Support Page for additional help.

Q: For seasonal employees and those that do not have County email, do they need to provide their personal emails?
A: Yes, all employees will need to have a work or personal email set-up in Workday. Employees will be asked to verify and/or update their work or personal email after we go live.

Q: Employee Report Forms for hires- do I still need to do this? Do I need their personal email addresses?
A: Yes, we will still need both during this transition period. HR will notify departments when they are no longer needed.

Q: Can we remove soft errors like Non-Workday time entered. After reviewing once, can it go away?
A: This type of warning is just an alert and will be helpful when Managers and/or timekeepers are viewing an employee’s timecard. Removal of the soft alert has been added to our list of potential future enhancements.

Q: How long will the Manager and Timekeeper training tenant be live for?
A: This will remain open for training purposes for Manager and Timekeepers only for a short time after Go-Live. Users will be notified when the tenant it is no longer accessible.

Q: Is there a way to save a password or not have to authenticate so often? We have found the recurring log in process cumbersome at times.
A: We recommend using MS Edge browser which may ask for MFA a bit less often than Chrome. With Chrome, sometimes if you clear the cache it will ask for authentication (MFA) at the next login but then seems to not ask again the rest of the day. We are unclear why there is some inconsistent behavior on when it does, or does not, ask for MFA.

Q: Why do I get automatically logged out of Workday after a period of time?
A: In general, most users will be timed out of Workday after 40 minutes of inactivity. For users who have access to finance areas, the timeout limit is 15 minutes. These are security settings that help us keep Personal and Financial information secure.

Time Tracking

Q: What does Time Period Lockout mean?
A: This is the last day an employee, timekeeper or manager can enter time in Workday for the payroll period that is reflected on the Time Period Lockout box. After the period lockout date, only Payroll can adjust entries.

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Q: As a manager or timekeeper, how do I enter time for someone on my team.
A: In the search bar, search on "enter time" and click on "enter time for worker", search for the employee, select date to enter and then can enter time. You can also do this under Team Time App - Enter Time for Worker.

Q: For absence, as an approver, can I only approve one date and deny the other?
A: You can only approve all or deny all dates. You will need to "send back" and enter changes in comment or can deny all dates and include why in comment.

Q: If I have the 2 hours on call guarantee and only worked 15 minutes how does that show on timecard?
A: Call Back (Call-In) pay is a separate time entry code. You would enter the 15 minutes and Workday will automatically pay you for 2 hours. In accordance with County policy.

Q: FLSA status changes, what is happening to 80/88 employees?
A: No changes – County will still have Exempt 80 (Social Workers at Social Services) and Exempt 88 classifications. For employees who are classified as Exempt 88, you would enter all time worked as "hours worked". Workday will automatically post any hours worked over 88 hours to the "OVER 80/80 TO 88" and any hours over 88 to "Banked Comp Time". For DSS Social Workers (Exempt 80), we will be posting a Job Aid on the Marathon County Workday Support Page.

Q: Can Military Time be used instead of standard?
A: If you enter the time as Military, the system will convert to standard. You can also change your Workday Account Preferences under your profile to display the 24 hour time clock if you want to make employees aware of this. But be aware that this feature has not been fully tested out and do not know if it will cause payroll issues. Once fully tested, we will provide an update.

Q: Are you able to enter time for worker and review time using the mobile app?
A: This feature is still being tested and will provide update after Go-Live.

Q: Can an employee at any level make changes to their time? Currently our department timekeeper is who makes the adjustments.
A: Every employee will have the capability to adjust their time, even after it has been submitted but will trigger an additional approval process.

Q: Is there a report that I can run for time that shows all the comments from my team? I would like to use that for grants.
A: This feature is still being tested and will provide update after Go-Live.

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Q: I get paid for being on-call, but if I work, I also get paid for that time worked- with a 2-hour minimum. Example- I receive 24 hours on-call pay along with 10 hours of actual work time. How do I enter these times in Workday?
A: On-Call pay is a separate time entry code (choose On Call) that requires # of hours that an employee is on call. If they get called in while on call, they will enter a separate time entry code (choose Call Back) with those hours. Refer to your applicable policy.

Q: Can my schedule show my whole team's correct schedule along with the days the requested off?
A: A manager and timekeeper can view each employee's individual schedule and the manager can view their whole team's requested/approved leave dates.

Q: Location- do I need to enter my location if I work in the office every day?
A: You do not need to change this or the Details section unless instructed by your Manager. Please visit the Contact Support (link page) page for the most up to date information.

Q: Will the time still round down and up based on the 7/8 rule in IntelliTime?
A: Yes, in Workday, work time is rounded based on the 7/8 rule. This will show correctly when you view your hours for that day. For leave, must be used in 15 minutes increments.

Q: How do you request overtime in advance?
A: This currently is not a feature but should be handled at the department level. If you work overtime unexpectedly, you can include the reason in the Enter Time comment.

Q: Can exempt have the check in/check out buttons?
A: This currently is not an option. This has been added to our list for future enhancements.

Q: How do we code holiday pay?
A: Yes, we have an instructional Job Aid on the Marathon County Workday Support Page that will guide you through this process.

Q: Can a report be generated by what pools the employee punched at that day?
A: Can see this in Tags in Review Time and should be able to obtain this information through a report. When we go live, all the reports that we will need may not be developed. If needed, we can add this to our list of future reports. We will just want to know what information is needed.

Q: Call Back vs On Call- what are the differences between departments?
A: Call Back or Call-In Pay is when an employee is physically responding to call away from home or attending a required work-related evening meeting or event outside of their regular hours. They receive a 2-hour minimum at straight time. This could be when they are called back to work after the end of day or when they are called into work on the weekend. Call-in pay would not apply if they are called in early and have no break between call in hour and the start of their day. On Call is when an employee receives an additional $2.25 for being on call – refer to On-Call Policy in Chapter 5, Section 12 of the County's Policies and Procedures.

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Q: Exempt 88- 8 hours to Comp Time
A: All hours worked should be coded as "regular hours". If an employee works 88 hours, 8 hours will automatically populate on the "Over 80/80 to 88" line under the "summary" section of the timecard. Hours over 88 hours will automatically populate on the line "Banked Comp Time".

Q: How do hours with shift differentials on the weekends work?
A: We have shift differential set-up to pay on the weekend and evening based on the following for parks department:

- .30/hour night 2nd and 3rd shift plus 1st shift on weekend
- .60/hour for 2nd and 3rd shift on weekend
- 2nd shift - 3 pm to 11 pm
- 3rd shift 11 pm to 7 am
- 1st shift weekend 7 am to 3 pm (Sat and Sun)

Q: As a Manager, how do I handle Out of Class pay or paying an employee 2 different rates?
A: Acting Pay is still being tested and will provide update after Go-Live.

Q: If I have an employee working in two jobs at the same time- how do they punch?
A: This feature is still being tested and will provide update after Go-Live.

Q: Will all the of the Details an employee has entered show up under Review Time?
A: This feature is still being tested and will provide update after Go-Live.

Q: As a Manager or Timekeeper, can I directly approve a worker's unsubmitted time?
A: No, you would need to go through Review Time and click on the worker. From there click Enter Time for Worker then review and submit. At this point, their time is now automatically approved.

Q: Do Timekeepers have access to Payslips for individuals for which they enter time? We have had kiosks installed for them to use, but a printer has not been installed yet.
A: No - the Timekeeper does not have access to print Payslips due to banking and personal information. CCITC help desk will assist to connect kiosk or shared computers to a local printer.

Time Off

Q: Is Absence where I would enter in a couple of hours of PTO for the week?
A: No, Absence should be used for future requests. Use Time App to enter those times on the timecard. If you are going to be taken time during the current pay period, you would make those adjustments on your timecard.

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Q: If you enter PTO for Thursday-Monday will it include the weekend?
A: Yes, if you enter time in "update all quantities" with number of hours. If you enter hours in the "quantity per day" and do not include any hours on your non-work days (i.e. Sat and Sun), PTO will not be included on those days.

Q: Is there a way to submit time off requests if you don't currently have the time available in your bank? For example: employee wants to request off a week in November this year but hasn't accrued the time off yet. How do they request it? Also, Would Requesting to use comp time not yet accrued be a problem?
A: You can request future time off using the Absence App. You can also view available leave balance for future dates.
Q: I used to have a previous time off balance of .10 that was not carried forward into Workday. What Happened?
A: Balances of less than .25 (15min) that were no longer are eligible to accrue more time were not carried over to Workday.

Q: Why must we record Time Off in .25 (15 Min) increments - why can't we take less?
A: Due to the challenges with calculations and maintenance, time must be recorded in no less than .25 (15 Min) increments.

Q: As a Manager, how do I view my team's calendar?
A: Under Menu, find the App called "Team Time". View the job aid for Manager- Approving Time and Time Off and Team Time.

Q: As a Manager or Timekeeper, can I adjust an employee's future PTO if they have used it all up prior to that date?
A: Yes, you could go under Team Time and Correct Absence or Enter Time for Worker and adjust their time.

Q: Is it possible for the employee to enter the specific times they will be out to inform the manager/timekeeper when they will be out of the office? The employee only selects the quantity of hours they will be out of the office so if they are taking off 12-2 for an appointment it isn't reflected in the request.
A: When the employee is entering in time off in the *Edit Quantity Per Day* section, the comments field in that section are visible to the time approver when approving time and can be used for that purpose. The comments field at the end of the time off request are also visible to the approver.

Q: We have heard multiple people that are disappointed that they can't see when other staff will be out of the office in Workday.
A: We are currently reviewing potential enhancements to allow co-workers time off to be visible in Workday.

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Payroll

Q: How does the prior pay adjustment work?
A: Employee, manager, or department timekeeper can enter missed time on the employee's timecard when period has not been locked. This time will be picked up during the next payroll cycle. Please visit the Marathon County Workday Support Page for a full list of additional support contacts should you need additional help.

Q: Can I see payslips prior to 2023 in Workday?
A: No. The first payroll generated in Workday will be the start of the new payslips.

Q: How will I receive my W-2 for 2022?
A: W-2's for 2022 will be mailed and not available in Workday

Mobile App

Q: How secure is the Mobile App and how is it protected?
A: The mobile application uses the same authentication policies as the desktop application - so the same required security and authorization settings apply to all devices, including automatic session timeout.

Q: Does the Mobile app use its own location, or does it run off the phone location?
A: Like most Apps - Location is enabled/disabled by the user - there is no requirement to enable location tracking.

Q: How much data will be used to run the app?
A: About 126MB (although it is listed as high as 168MB). More information on the App can be found at the respective Apple or Android stores.

Q: Do I have to download the Workday App on my Personal Phone to use Workday?
A: In terms of the Workday Mobile App, it is important to note that while we encourage our employees to take advantage of what the Workday Mobile app has to offer enabling them ease of access to tasks and information at their fingertips, we are not requiring any of our employees to use their personal devices to access Workday.

Q: It was mentioned in our training that Workday will be accessible from any computer with the link. Because Workday lives in the cloud and does not reside on our network/servers, VPN connection is not needed. Does this also mean employees may use the mobile app on personal devices?
A: Yes, we have an instructional Job Aid on the Marathon County Workday Support Page that will guide you through how to set this up.

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Q: Will the Workday mobile app work when not on WIFI?
A: Yes. Though, like other apps, a Wi-Fi signal will typically provide a stronger connection.

Q: When accessing Workday via the mobile app, the 2 digit authenticator code rarely works so we have to use the 6 digit code. Can the authenticator be turned off?
A: The Authenticator cannot be turned off. It is required to use the 6 digit authenticator code.

Finance

Q: How large (file size) of an attachment can be placed on a supplier invoice?
A: The Maximum Attachment Size is 30,720 KB (30 MB) and Maximum Image Size is 10,240 KB (10 MB).

Q: My Supplier request which was mistakenly denied by another user. Do I need to resubmit the request from new?
A: The "Deny" response on any task in Workday ends the process. The request would need to be resubmitted from the start. If available, the "Send Back" feature allows the requester to review comments, edit and resend the request.

Q: I am looking for finance reports by cost center, to review budgeted line items, list of invoices submitted, etc., like the budget report in Cayenta. Are these available to be run?
A: We are currently working on reports and budget for 2023 in Workday. These items will be available later in Quarter 1. We are currently working on producing the 2022 fiscal reports and will then move over to 2023 as time allows.

IntelliTime

Q: Will current IntelliTime PTO requests be integrated over to Workday?
A: No, employees will need to re-enter their PTO requests into Workday through Absence, if it does not involve the current pay period.

Q: Will the time tracking "swipers" be gone?
A: Yes, the IntelliTime boxes will be removed and all time entry will be in Workday. Except for Sheriff's Office. (IntelliTime online will still be available but only as an informational resource. All time entries need to be entered into Workday).

Q: Will IntelliTime be available to use until the end of the year for reports?
A: Yes, for Grant reporting services but no time will ever import from IntelliTime into Workday, unless you work in the Sheriff's Office. If you need for Grant reporting services, please reach out to CCITC to provide access.