Workday resources

Where do I go for help?

1) Search **askUS using key words**. This database is always expanding with answers to common questions.

   If you don’t find exactly what you need, then:

   - Search the **Workday website** for helpful Workday guides and processing overviews. **Favorite this page!**

   - **Pro Tip to searching:** use Ctrl + F to search for key words (change job, contract contingent, etc.) to find the document you need.

Other resources:

- Academic Employment Resources
- Additional & Sporadic Employment Resources
- Cancel & Rescind webpage - this includes the rescind matrix & rescind form
- COE Workday Processing cheat sheet
- Financials Training Resources
- HCM Core Training Resources
- Recruiting & Onboarding Resources
- Student Employment Resources

2) **Contact the Help Desk**. This group has undergone significant training in the last few months to expand their knowledge, and they are always supported with experts if they need to escalate a scenario.

   - Email: askus@austin.utexas.edu
   - Phone: 512-471-8802 (hours 8am – 5pm, Monday – Friday)

3) **Enroll in Training**. Training offerings have expanded, and content has been refreshed since Go-Live.

   - Existing Training Resources
   - Training Events & Schedule - please sign-up even if there is a waitlist; the waitlist can move & future trainings can open up based on those who sign up

Please route your Workday inquiries directly to the methods outlined above.