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
- General topics training for employees
- 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.

Please send suggested additions to this list and notifications about broken links to COE-HR@austin.utexas.edu.