Frequently Asked Questions

Q. I have a question I can't find the answer to on this page.
A. Try:
   - The askUS UT knowledge database
   - Enter a keyword in the "search" bar on any page in this Wiki. Use CTRL + F (PC) or COMMAND + F (Mac) to search a specific page or tab for a keyword or phrase.

General HR

Q. I need help from central HR.
A. Review Getting Assistance from the Human Resource Service Center (HRSC).

Q. Whom in HR do I contact about (X)?
A. Use the HR Representative look-up tool.

Q. What is the UT policy on (X)?
A. Check the Handbook of Operating Procedures (HOP).

Q. What is the UT procedure for (financial or payroll process)?
A. Check the Handbook of Business Procedures (HBP).

Timesheets and Payroll

Q. I have a question about time sheets.
A. See Workday Timesheet FAQs.

Q. I have a question related to Payroll or taxes.
A. Review Payroll Services FAQ and contact Payroll Services if you have additional questions.

Q. I have a question about my Workday pay slip.
A. See Understanding Your Workday Payslip.

Q. When is payday/the payroll deadline?
A. See Paydays & Payroll Deadlines for monthly, semi-monthly, and on-demand schedules.

Q. Why can't I submit timesheets?
A. See askUS: Employee Can't Submit Time for possible explanations.

Mainframe (*DEFINE)

Q. How do I get a Mainframe logon for my new hire?
A. Contact your DPUSER Department Contact. To find them, go to the HRMS Employee Authorizations web site, enter your EID and click "Go," and go to the "Mainframe Logon Authorizations and Roles" section to view your mainframe logon (DPUSER) contacts.

Q. What are my authorizations and roles for UT systems?
A. Look up your UT EID and Mainframe logon authorizations and roles at HRMS Employee Authorizations. Enter your EID and click "Go."

Workday

Q. How do I (X) in Workday?
A. Try the Workday Process Finder! Use CTRL + F (PC) or COMMAND + F (Mac) to search for a keyword or phrase.

Q. Which Workday report should I use for (X)?
A. Try the Campus Reports Search!

Q. I have a question about a specific Workday business process.

Q. I can't find the Workday Training Materials I need.
A. Try the searchable All Training Spreadsheet in (Excel)!

Q. What is the link for Workday QUAL?
A. https://impl.workday.com/utaustin2/d/home.html

Q. How long do former employees retain access to Workday after their job is ended or terminated?
A. See Einstein.

Q. How do I correct a misspelled new hire's name in Workday?
A. If caught before adding the EID to the pre-hire record, contact Operational Support at askUS@austin.utexas.edu to request that they delete the pre-hire record, and then you can recreate it with the correct name. If caught after adding the EID, the employee can correct their name during the Onboarding process while completing the Personal Information task. See more at Troubleshooting a Pre-Hire.

Q. Can I view future employment information for someone whose appointment is not active yet, but that has been final-approved in Workday?
A. Yes! Go to the supervisory organization they will be in. In the blue bar at the top of the page, next to the name of the sup org, click "Actions". Go to "Supervisory Organization" and then "Supervisory Organization View As Of". Enter the date their future appointment will become active, and hit "OK". Look for their name in the "Members" tab. Their name, title, and contact info should be listed - for more information, review the appropriate Business Process in their "Worker History". The information in the "Members" tab can also be downloaded into Excel.

Q. How do I find a job description in Workday?

Q. What date should I use on a One-Time Payment in Workday?
A. See Video: What date do I use on a One-Time Payment (Workday)? (83 seconds)
Q. I need training in a non-Workday UT system or process.
A. Try COE Wiki: Administrative Resources and Training Links. Use CTRL + F (PC) or COMMAND + F (Mac) to search a specific tab for a keyword.

Q. How do I change information that appears in the University Directory?
A. See:
   - askUS: Change Information in the University Directory
   - Edit Personal Data in Workday W.I.G.

Q. How do I find a Notary Public on campus?
A. See:
   - OHS Contacts System - View Notary Public Contacts (EID login required).

Q. How do I handle requests for Verification of Employment?
A. The Work Number allows current and former employees to direct lenders or others needing to verify employment and income to a self-serve option available 24/7. See HR: The Work Number for information and instructions.

Q. Who can sign my Public Service Loan Forgiveness form?
A. After you have completed Sections 1 and 2 of the form, send it to the Human Resource Services Center (HRSC) to be certified. You may wait to add your SSN until after it’s been certified, or remove/redact your SSN before sending to HRSC for certification, and then add it back in before sending the finalized form to the U.S. Department of Education.

Q. How do I sign up for campus emergency text alerts, or stop receiving them?
A. Go to Campus Safety: Campus Text Alerts.

Q. I need access to the Faculty Profile system.
A. Access is granted by APS. Email evpp-aps@austin.utexas.edu with the name, EID, and description of the position-related reasons for needing access. APS will write the Dean’s Office to confirm that access is appropriate, and if approved by the Dean’s Office, APS will grant access. If you have been given access but are still unable to access the system, you may need to take/retake and pass compliance module CW 504 FERPA - register at UT Learn.