

When do we go-live with Workday?

We have a couple of different dates for go-live. They are included below:

12/16/2022 – Pay Cycle A

12/23/2022 – Pay Cycle B

12/25/2022 – SEM Haven

1/1/2023 – Citrus Gardens

Beneficiaries are not in Workday, should we add them?

Not yet. The tenant we are currently using was for testing purposes only, not all employee data was loaded. When we are in our production environment, all employees will be asked to review the loaded information for accuracy. Corrections and updates can be made at that time.

Do we need to do the scheduling for employees on Workday? I usually do a paper schedule, should I do both?

Workday is not a scheduling platform in the way that OnShift is. Employees who work a consistent schedule have been assigned a schedule during the build. Those employees with varied schedules have been placed in a standard schedule.

Benefits of adding social media to Workday?

At this time, social media being added to a workers Workday account does not drive anything within the system. This information is visible to all users within the Workday environment. Once the information is added, an icon is added to the user profile for others to see and interact with. The only benefit to adding social media currently is networking with others within the organization.

Data Validation – now or later?

This will be done once we are in the production environment. Staff will be asked to review the information in Workday for accuracy. However, for testing purposes, you are welcome to update your own information to become more comfortable within the system.

What does tenant mean?

Tenant is a Workday term used to define the testing environment that we are working in. During the project, there have been 3 different tenants, uch1 – uch3. These tenants had different information loaded and testing purposes. Once we go live, our tenant will be called Production, and that will be the environment we use permanently.

Can delegation cover timecard approvals while on PTO?

Yes! Delegation is available for ALL business processes within Workday if you set up delegation that way. Delegation allows the individual the ability to determine which business processes the delegate should have access to.

How do you find Job Aids?

The path for the Job Aids is as follows: W:\ > Workday > HCM

Will my staff be able to see my address and other personal information if they look me up in Workday?

No, employees will not be able to view personal information of other employees. The only exception to this is through the management chain. An employee's manager will have visibility to limited personal information, including address and phone number.

Can we download the Workday app and when should we do so?

Yes! Employees are encouraged to download the Workday app. The Workday app allows employees to perform most tasks that the web browser version does, such as perform HCM functions and expense reporting. Employees should familiarize themselves with Workday such as they have with Outlook or Teams. Once we get closer to go-live, communication materials will be available for employees that provide instruction for logging in, which will include a QR code to link you directly to UCH. This will make the login process much more efficient.

Be advised that employees should wait to download the Workday app until we are live in the system. Please refer to the dates from the first question of this document to know when to download the app.

Who has access to change business titles?

At this time, only HR Managers should have that access, with an approval process that routes up to central office. If adjustments are necessary in the future, security can be updated within Workday to reflect that change.

Will there be open enrollment periods in Workday or can employees add/change benefits at any time?

Open enrollment will occur in Workday. Employees will be able to change benefits outside of open enrollment only if they have a qualifying life event.

Where are PTO balances located? Are PTO balances viewable when requesting absence?

PTO balances can be viewed by selecting the Absence application and clicking Absence Balance under the view menu. When requesting absence, all allowed time off plans will be viewable on the left side of the screen. Please note at this time the forward projecting balances are not enabled within the system.

Will time off requests be pulled over to OnShift?

Yes! We have an integration set up with OnShift. All approved time off requests will flow over to OnShift.

What if the absence was not/has not been approved?

If the absence was not approved, it will not feed over to OnShift. An absence that is waiting for approval will not transfer over to OnShift until/unless it is approved.

Will managers or HR be able to request time off for employees?

Yes! Managers and HR will have this functionality, however, please encourage staff to perform these actions themselves. If a manager needs to enter an absence for their employees, open the Time and Absence application. On the right side, under tasks, select More. From that point, select Enter Absence and follow the prompts.

When a staff member requests time off is the balance automatically adjusted after the request is approved or does the balance adjust once the time off has been taken?

At this time, the time off balance does not adjust until the time off has been taken. We are working with our consultant at Workday to see if there is visibility within the system to easily report planned time off so the manager will know how much time is available to the employee.

Within Workday, can someone who is not a manager function in a manager capacity without changing positions?

No. Workday has very strict and methodical security settings to ensure this could not happen. An hourly employee will not be able to perform manager tasks.

Is there a way to ensure a manager doesn't approve PTO requests for employees in advance if they do not/will not have PTO time available for use? Is there a way to ensure the PTO balance will cover all PTO requests or is this something the manager should track manually?

At this time, Workday is configured to not allow individuals to request PTO time if time is not available. We are working with our consultants at Workday to see what the options are with this functionality, as well as the tracking of PTO requests and available time. This document will be updated as that information becomes available.

In Workday, will we be able to see if an employee has approved their timecard?

Yes! Managers will have visibility to this by opening the Time and Absence application and selecting the Review Time task.

Can we have the time off that is approved for our staff appear in our Outlook calendar?

Unfortunately, an integration between Workday and Outlook has not been set up at this time.

Can an employee clock in via Mobile?

This is not currently set up within Workday, however this feature will be utilized in the future with geofencing enabled for all locations, including each housing community.

Should there be a time frame on the Covid-19 exposure question when an employee clocks in?

At this time, we are using language that has been provided to us by the clinical team, however we will touch base with them to confirm the language is set up as expected.

Will vaccination data currently in ADP move over or does it need to be entered?

Vaccination data has been loaded up to a point. To build the system, we had a cutoff date, where we stopped collecting data for the build. Central Office HR has been collecting data regarding hires, job changes, and terminations to update that information. However, we haven't been able to capture every change. Closer to go live, employees will be encouraged to audit the information within their Workday employee profile for accuracy. This will ensure that all information is accurate and correct.

If an employee picks up shifts in other departments, will there be an option to switch departments when punching in?

Yes – employees will be able to select the correct cost center and job profile when clocking in. There will also be a transfer option they can use if they are working half of a shift in a different department. Once the employee selects the transfer button, it will clock them out and then clock them back in under the cost center and/or job profile they select.

Will only certain positions have recruiting access?

Yes – not all employees will have access to recruiting. If you don't have access when we are in the live environment but think you should, please reach out to your manager/HR manager to discuss.

Will a text prompt with emails when a manager is scheduled for an interview?

We are following up on this option and will provide updates as they become available.

Will timecards be housed within Workday?

Yes! Workday will house our timecards. Session 3 discusses time tracking more in depth.

Can we change our preferred name in Workday?

Yes! Once we are in the live environment, you will select View All Apps from the home screen. Select Personal Information, under the Change Menu, select Preferred Name. You may have to uncheck the box next to Use Legal Name As Preferred Name.

Will W-2's be available in Workday?

2022 W-2's will be available in MyADP and will be mailed to your home. 2023 and future W-2's will be available in Workday.

If we update our information now, will it transfer over to the live environment?

No. Currently, employees have access to UCH3, which is a testing environment. Information in that tenant is not accurate due to the testing that took place. You are invited to update information in that environment to become more comfortable with the system, however you will be asked to audit and update information once we go live with Workday for all employees.

Will PRN maintenance employees have access to Workday?

Yes! All maintenance employees, PRN or regular will have access.

Will PTO requests for 2023 which are already approved in ADP need to be requested again? Will the PTO time for those requests transfer to Workday?

Yes – PTO requests will need to be requested again in Workday, as they do not transfer. However, Central Office will be providing lists of approved PTO requests along with instructions on requesting time off to make that process easier. PTO balances will be uploaded right before go-live and will reflect the employees full available balance, including time that was designated in ADP for already approved time off requests.

Are managers in Workday able to adjust employee time sheets? Are we able to transfer maintenance time to accurately reflect call out?

Yes! In Workday managers do have access to adjust employee timecards as needed to accurately reflect the time worked, if necessary.

Will training be available specifically for maintenance employees?

All employees will receive training, this training will either come from the Central Office team or the community HR team. Central Office sessions are recorded and saved to the shared drive to be available for employees to review, as necessary.

Does Workday eliminate the need for Vocantas?

Yes! All employees will clock in either using time clocks or the Workday system itself.

Do we review timecards on a weekly or biweekly basis?

In Workday, timecards will need to be reviewed per week.

Will giving campaign elections be in Workday?

Yes! In Workday, the employee giving campaign is set up as a benefit option. This will be set up for 2023 and will be elected during open enrollment annually through Workday.

Will Outlook/OneDrive be replaced with Workday?

No – Outlook and OneDrive will remain.

When will the Workday mobile app be installed on the maintenance iPads?

Nick Conley will (if he hasn't already) be in touch to get this set up. If you have any questions or problems, please enter a Spiceworks ticket.

Are staff and managers required to review/approve timecards in order to be paid?

Yes! Reviewing and approving timecards is a required process in Workday.

What is the difference between PTO and Reserve time off plans?

Most staff members will not have a Reserve balance. This is an old PTO plan with balances that have been carried over for a small group of individuals with this time off available for their use. Reserve hours can only be used for absences related to leaves of absence and/or FMLA.

In absence, if an employee skips entering a time off amount or if the screen times out, will it process?

No. An employee will not be able to move forward without entering a time off amount. If an employee tries to move forward without entering a time off amount, they will receive a red error message and will not be able to proceed. If an employee does not complete the process, the request will not be submitted.

Is there a manual that can be printed off for reference?

Employees are encouraged to print out the available job aides! These job aides can be found by following the path W:/ > Workday > HCM.

What are expense payments under payment elections?

For employees who have expense reimbursements, you can elect to have those reimbursements deposited differently from your regular pay.

I noticed that lunch is not calculating, will employees need to clock in and out for meals?

Yes! Workday was not configured to auto deduct lunches. Employees will be required to clock in and out for meal breaks.

How often will managers receive inbox tasks regarding time?

This answer varies per manager. Managers will receive inbox tasks when employees complete a task, such as review time and submit time off requests. Managers with small teams will likely receive less inbox tasks compared to managers with large teams.

For after hour emergency calls, are non-exempt employees expected to punch in before they handle the emergency? Will these employees still receive the two-hour minimum pay?

In a true emergency (i.e.: the building is on fire) we do not expect the employees to clock in prior to handling the situation. If the employee is responding to a clogged toilet, then they will be expected to clock in prior to handling the situation. To clock in, the employee will change the time to call in on the timeclock or through Workday. If the employee does not clock in, it will be the responsibility of the manager to enter that time. Yes – employees who are called in will receive the two-hour minimum which will automatically calculate once the call-in time has been entered.

Are benefit elections for 2023 currently in Workday?

No, if you are in the test environment those benefit elections will not be visible.

If I request several days of PTO time, can I cancel just one day of my request?

No – unfortunately one day of a multiday request cannot be deleted.

My visibility is not the same as what was in the training, is this okay?

Yes – not everyone has the same access, plus the environment that training is in is a test environment. Once we are in production, if you feel you have incorrect access, contact your HR manager.

How early should PTO requests be entered?

This question will best be answered by your direct supervisor, as it will be based on department scheduling policies. However, please be mindful that in Workday once you have submitted the request it will need to be approved by your manager, so you will want to provide ample time for visibility and review.

In the training both PTO and vacation are referred to, is UCH going back to PTO and Vacation time off plans?

No – UCH will continue to offer PTO time only.

If we are off on a vacation for greater than one week, will our timecards automatically be reviewed?

No, however you may not need to review your timecard. If your timecard only has approved PTO and not worked time, the PTO will already be reviewed from the request and manager approval. If there is worked time on the timecard, then it will still need to be reviewed.

What job titles fall under non-clinical, caregiver and nursing in regard to shift differentials?

Non-Clinical

Central Supply
 Community Life Assistant
 Transportation Assistant
 Cook
 Dining Services Assistant
 Dishwasher
 Server
 Sous Chef
 Housekeeping Assistant
 Laundry Assistant
 Maintenance Assistant
 Maintenance Technician

Caregivers

STNA
 NSTNA
 QMA
 RCA
 PCA
 Restorative Assistant

Nursing

Staff Nurse RN
 Staff Nurse LPN
 Charge Nurse RN
 Charge Nurse LPN