

Workday Ticket Simulation

Title:

Workday – Employee Unable to Access Payroll Section

Date Opened:

July 3, 2025

Submitted By:

Jane Doe – HR Associate

Ticket ID:

WD-123456

Description:

Jane reports that she is unable to view or update payroll information for a newly onboarded employee in Workday. She receives a “permission denied” message when navigating to the Payroll > Compensation tab. The employee’s status appears as active, and Jane has been assigned the “HR Partner” role.

Steps Taken So Far:

- Confirmed that the employee profile exists and is active.
- Attempted to replicate the issue under test user with similar role – no issue found.
- Verified that Jane’s browser cache was cleared and she tried on a different device.

Category:

Workday Access / Role Provisioning

Priority:

Medium – impacts payroll submission timeline

Assigned To:

Workday Security Team

Routing Notes:

Ticket routed to Security team for role assignment validation. May require re-provisioning or updating compensation domain access.

Resolution (Mock):

Security team confirmed missing access to the “View Compensation” permission within the HR Partner role. Manually added domain security group and had Jane confirm access. Issue resolved.

Ticket Status:

Closed

Attachments (Optional):

- Screenshot of error message
- Security group assignment screenshot
- Audit log from Workday access attempts