# Workday - Access Issues

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Purpose: Follow this procedure when a user reports an issue with Workday application.

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Clinic / Facility Number

· Detailed Description of the issue.

· Screen shot of the Error if relevant.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Follow the escalation process.

Classification Requirements

· Category

· Identity & Access

· Subcategory

· Cannot Login

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

· DTI-EUX-HCL IAM-L1

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