

Workday Login issue

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Author: {'link':

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'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '17a1a36a87064954409664af8bbb35b0'}

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

Error- incorrect username or password

Required Information to be documented in each Incident:

- Clinic / Facility Number
- Detailed Description of the issue.
- Screen shot of the Error if relevant.

Troubleshooting Process:

1. Need to ask user whether it's the first-time user is trying to login

If yes, then ask user to click on blue. Space (link is in right hand side of workday page as shown in pic below) create profile and login to workday. If not, then refresh Okta_Workday in AD and reset password and ask user to login after 2-3 hour as it takes time to sync.

2. User should use the second option while logging in workday that is Login with Okta North America as shown in the left-hand side of the pic below

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

4. Please attach the knowledge article to the incident.

5. 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.

Escalate to Available SD Lead