# GSD – Workday and Okta support for FME users

General Information:

Workday is a cloud-based platform users to start, edit and complete various personnel processes (example: employee performance review). Fresenius Medical Employees can access important information and manage their own personal data at any time (example: change of last name).

NOTE: Workday is available only for full time Fresenius Medical Care employees – each FME employee gets this access automatically (there is no need to raise any additional request for access to Workday). It means that contractors cannot access Workday.

Possible symptoms/errors:

User can't access WorkdayWorkday can't be found in OktaLogon doesn't workUser has question how Workday works

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Steps described below apply only for Fresenius Medical Care users!

Solution:

In order to be able to access Workday, user needs to open link to Okta https://globalaccess.freseniusmedicalcare.com and log into this system with Okta username and password (users need to use their Active Directory passwords to access Okta):

Once user is logged into Okta, they will have access to the list of the available applications:

User needs to click on Workday icon and they will be redirected to Workday dashboard:

In case of any technical issues with accessing or using Workday:

Note: Assign a GDTI tag to all tickets related to GDTI

Gather the following details:

employee IDuser contact detailsclear issue description error message and screenshot

and send out an email to GDTI.Support@freseniusmedicalcare.com

And place the ticket in the 'Awaiting' status, with reason being 'Awaiting Local Customer IT Feedback'.

Assign the ticket to yourself and monitor the mailbox for e-mails related to the incident.

If no updates happen after 2 workdays, make sure to send a chase e-mail asking about progress. This is to be done until confirmation of resolution is provided.

Inform the user that the issue has been resolved, and await confirmation from the user, following the third strike rule. (KB0016827)

Once confirmation is obtained, close the ticket as resolved.

NOTE: If FME user has functional question ("how to..?", "where to find…?" questions that aren't answered by this article) to Workday or Okta, please advise them to contact their HR department. GDTI Support is responsible only for logon and technical issues with Okta and Workday.

Assignment Group:

OCC User Administration SLS

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Oktahttps://globalaccess.freseniusmedicalcare.com