

Workday Mobile App – how to access on cellphone

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Purpose:

Follow this procedure when a user reports.

Unable to access Workday mobile app on work cellphone

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

Steps to install and access Workday Mobile app on cellphone-

1.

Go to Apple App Store or Google Play store, download and install Workday app.

2.

Open Workday app on cellphone, it will ask you to Enter or scan your Organization ID.

3.

We have two ways to sign in to Workday-

Scan the QR code (For QR code, user need to login into Workday on the web, then go to Profile Menu > My Account > Organization ID):

Or click on Settings button and enter following tenant/organization ID and web address:

Tenant: freseniusmedicalcare Web address: <https://wd3.myworkday.com>

4.

Now, you will be directed to next page, where you need to select option Login with Okta North America and then enter FMC email address and password to login.

5.

Now, user should be in Workday app.

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.

Check if user has access to Workday in AD (Active Directory) and Okta,

If user already has access (Okta_Workday group should be present in user's AD and Okta profile), then inform to login with FMC email and password, follow above steps to access Workday mobile app on cellphone. If user doesn't have access, then add Okta_Workday group in AD (Active Directory) and inform to wait for 2-3 hours (as it will take time to sync with user's Okta profile).

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Mobile (Tablet/Phone) Software

Service

Okta

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

End User Mobile (Tablet/Phone) Software

Resolution Service

Workday

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