

## Editing GPS Coordinates for Stores

Stores will contact the help desk occasionally stating their Workday tells them to “Move closer to your work location in order to check in/out”. This is the steps to correct that issue.

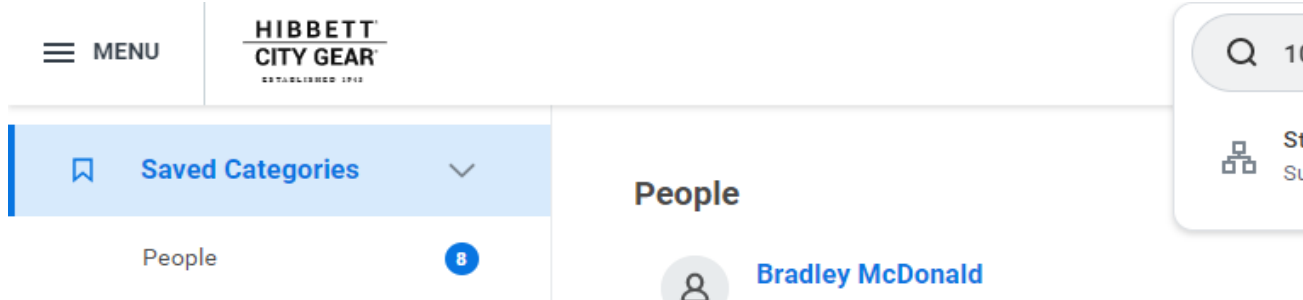
Part 1: Questionnaire. Please follow the below questionnaire with the store to verify it is a GPS coordinates issue, and not a particular issue with an employee or personal mobile phone.

<b>1</b>	Are you the only one in the store having trouble Punching with Mobile Workday App?	Yes	1.1
		No	1.2
<b>1.1</b>	Have you tried from different locations in the store, including near the register?	Yes	1.3
		No	1.4
<b>1.2</b>	Is this a problem with SOME or ALL of you in the store?	Some. Have them all go through the steps starting with 1.1	1.1
		All	1.5
<b>1.3</b>	Let's make sure your Location Services are turned on for the Workday App to use. <b>iPhone</b> Go to Settings > Go to Privacy Go to Location Services. >> Is “Location Services” On?  <b>Android</b> Go to ...	Yes	1.7
		No. Turn it on. Close the Workday App Open the Workday App	1.7
<b>1.4</b>	Move near the Register. Try it now. Does it work?	Yes	END
		No	1.3

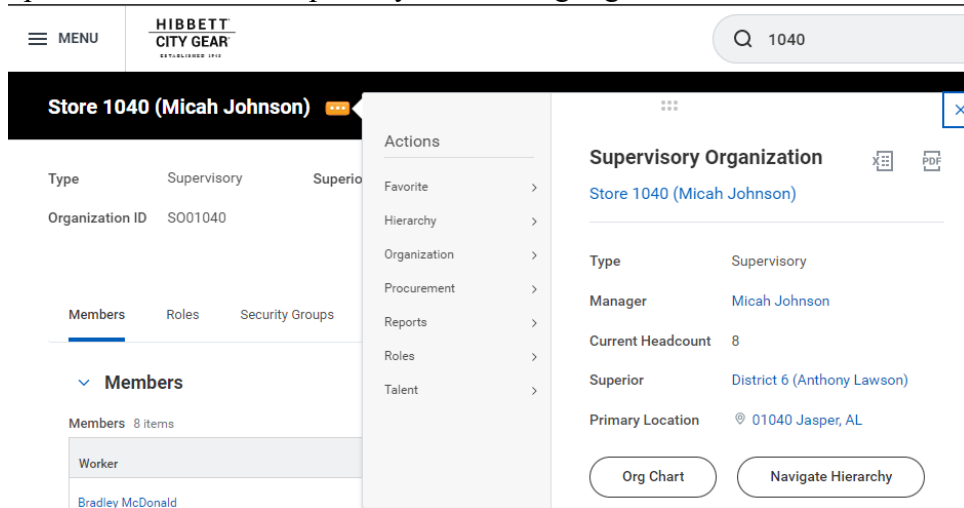
1.5	Are you a new store or recently relocated?	Yes. Have them give you their new complete mailing Address. <i>IF MALL location</i> , also have them describe “when facing the store entrance name of the store on the left, the store on the right, and the store behind them (the store facing across from our store).”	2
		No.	1.6
1.6	Let’s use your phone to get your current location coordinates.	<ul style="list-style-type: none"> <li>◆ Have the caller or manager stand by the register.</li> <li>◆ Use <a href="#">these instructions</a> to collect the Store’s coordinates.</li> </ul>	3
1.7	Is it working now?	Yes. Resolve Ticket.	END
		No	1.8
1.8	Reinstall the App. Delete app from device. <i>While reinstalling, when it asks about knowing your locations, select:</i> <ul style="list-style-type: none"> <li>➤ Yes, or</li> <li>➤ While in use</li> </ul> >> Does it work now?	Yes. Resolve Ticket.	END
		No.	1.9
1.9	Can you use other functions in the Workday App?	Yes. For a reason we cannot determine, your phone is not sharing <i>location</i> information with Workday. There are no other actions we can take. You will need to use the POS.  Close ticket.	END
		No. This should mean the employee is not set up completely in Workday.	2

Part 2: Manually Editing Coordinates. If during troubleshooting, it is discovered that you must manually edit GPS coordinates for the store, please follow the below steps.

1. Login to your personal workday account.
2. Using the search bar enter the store number.



3. On the store hierarchy page, press the 3 dots on the top banner to bring up a set of options, then select the primary location highlighted in blue.



4. On this new page you will select the bottom “Edit” button to allow you to manually change the GPS of the store. And then enter the Longitude and Latitude provided by the store employee via their personal mobile device on whatever maps app they use (Google Maps or Apple Maps, etc).
5. Once entered, hit the orange “OK” and then “Done” buttons to submit the changes, they should be instant. Then have the employee verify they can clock in/out.
6. If they are still having issues, verify the coordinates match on Google Maps on your web browser, and also verifying if the Longitude number requires a “-” symbol.

## Coordinates

Latitude 33.85001

Longitude -87.265866

7. If they are still having issues at this point. Inform a Level 2 for escalation.