

# Hamilton

## ENTERPRISE MODERNIZATION



## Navigating Our New Workday Together

As we reflect on our work week with Workday, we hope you're adjusting smoothly to the new system. We're excited about this rollout and proud of the amazing team that has made this possible. This marks the beginning of a significant transformation, moving us forward from outdated systems to a modern, efficient solution—a leap forward in technological advancements!



### Update: Finance & Budgets

We're excited to announce that Workday's finance, budget, expenses, and procurement apps are scheduled to go live to all of campus after an enjoyable Fourth of July holiday weekend.

We are going live with a soft launch, accessible to the Business Office, while we work to ensure a smooth transition. During this time, you can still submit invoices and check requests using the existing tools if it is dated Fiscal Year 2024. Otherwise, be aware that non-essential POs, check requests and reimbursements will be held until the week of July 8. Please contact the Procurement Office at x4998 if you need something urgent. If you would like to see your budget amounts for Fiscal Year 2025, please refer to the existing **budget tool**.

Keep an eye out for upcoming training sessions, video demos, and office hours. **Details will be announced soon.** Comprehensive training will be provided to ensure you're well-prepared to use these new features.

As we continue to optimize our processes, your input is invaluable. If you've encountered any issues or have suggestions for improvement, please don't hesitate to reach out to us. Your insights help us refine our support and ensure a smoother experience for everyone.

## Share Your Feedback

Help us enhance the Workday experience for all users by sharing your thoughts through our **feedback form**. Your input is essential in guiding our efforts to make ongoing enhancements.



## Submit a Workday Support Ticket

For the fastest assistance, we encourage you to submit a Workday support ticket. This streamlined process ensures that your inquiries are directed promptly to the appropriate team equipped to provide expert assistance tailored to your needs. By submitting a ticket, you help us prioritize and address your questions efficiently, allowing us to deliver the best support possible.

## Continued Workday Support

Our commitment to providing ongoing support continues as you navigate the new Workday system. We understand that adapting to new processes can be challenging, and we're here to ensure you have the resources and assistance needed to succeed. Whether you have specific questions, need troubleshooting assistance, or just want to learn more about the features and functionalities of Workday, our team is available to help.

- **Help Desk:** Call 315-859-4181 or stop by the Library Monday - Friday 8 a.m. to 4 p.m.
- **Support Ticket:** Submit a Workday Support Ticket for concerns, problems or questions.
- **Job Aids:** Review step-by-step guides with screenshots of particular tasks in Workday.
- **Video Library:** Watch recorded demos, training sessions, and short tutorial videos.
- **Training Sessions:** Register for upcoming in-person and virtual training sessions.
- **Office Hours:** Bring your own device for assistance from the Workday Support Team.
- **Email:** Contact the Workday Support Team at [workday@hamilton.edu](mailto:workday@hamilton.edu)

You can access these resources and more at our **Workday Resource Webpage**. If you have questions or need help, contact us at [workday@hamilton.edu](mailto:workday@hamilton.edu).

Thank you for your ongoing cooperation and patience as we navigate this transition together.

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