Human Resource Management System

Workday Job Aid
Workday Mobile

This Job Aid provides an overview of the Workday Mobile App. The mobile app is available for both Android and iPhone devices.

- 🔵 Employees
- ⚪ People Managers
- ⚪ Human Resources

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1. Introduction

In addition to the web-based version of Workday, there is also a mobile application that you can download and install on your mobile device. There is a mobile version for both Android and IOS devices.

Many of the functions provided in the browser version of Workday are also available in the mobile app. Due to the differences in screen size between a mobile device and a computer screen, one may encounter a slightly different user experience depending on which device the app is run on (Computer vs. Mobile device).

In this job aid, you will learn how to install the mobile app on both an Android and IOS device. We will also go over the initial login steps and then take a tour of the major features of the mobile app and how it compares to its browser version counterpart.

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2. Download Mobile App & Authentication App (Android and IOS)

Workday mobile is an application that runs on Android devices as well as IOS devices (Apple). The **Google Authenticator** app is used in the Multi-Factor Authentication step of the login process. It is recommended that both the Workday app and the Google Authenticator app be downloaded and installed on your mobile device at this time.

Note: These apps are downloaded in much the same way that you download any app for your device. For Android devices, the apps will be found in the **Play Store**. For IOS devices, the app will be found in **App Store**. A separate set of instructions is listed below based on the device platform (Android vs. IOS).

Android

To download/install the Workday Mobile or Google Authenticator apps on your Android device perform the following steps:
- From your device, navigate to the **Play Store**.
- Enter either "Workday" or "Google Auth" in the search field and select the app from the results list.
- Download the application by clicking **Install**.
- Once the app has completed its download tap **Open**.
- Go back to the **Play Store** and download the second application.

IOS (Apple)

To download/install Workday Mobile or Google Authenticator apps on your IOS device perform the following steps:
- From your device, navigate to the **App Store**.
- Enter either "Workday" or "Google Auth" in the search field and select the app from the results list.
- Download the application by clicking **Get**.
- Once the app has completed its download tap **Open**.
- Go back to the **App Store** and download the second application.

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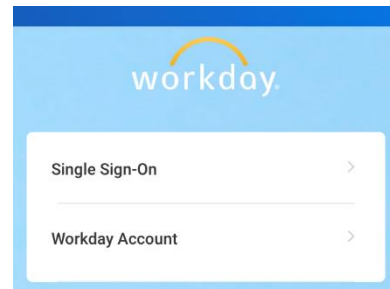Page 2 of 9
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3. Initial Set-Up

If you are at this point you have successfully downloaded both the Workday and Google Authentication applications to your mobile device (Android, IOS) and are ready to point your Workday app to a specific instance of Workday. The following setup process is the same for both Android and IOS devices.

- At this point open the Workday mobile app and click the **Log In** button.
- Enter **suffolkcountyny** in the **Organization ID** field and then advance to the next screen.
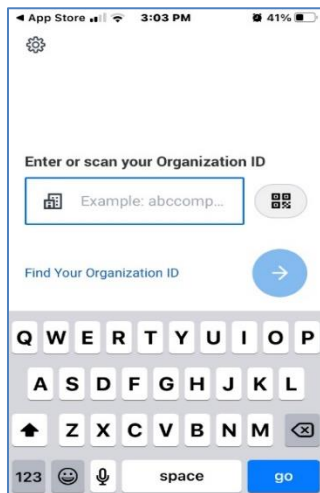
- For users with County provided credentials click on the **Single Sign-On** option. For all others, click on the **Workday Account** option.

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Single Sign-On

- Enter your County credentials on the Suffolk County Government login screen.
- Your UserName is comprised of a Domain and a User ID, separated by a backslash (\\). The correct slash must be used for the login process to be successful. (Ex: COUNTY\\JSMITH).
- In the password field enter your County password.

- Click **Sign In**.

Workday Account

- Enter your personal email address that was provided to the County in the **Username** field.
- In the **Password** field enter the password you created using the link that was emailed to you previously.
- Click **Sign In**.

Multi-Factor Authentication

- On the next screen, you will set up the Multi-Factor Authentication methods that will be used to complete the Workday Login process.

  Note: If you wish to use the **SMS** option here you must first make sure that your cell phone number is listed in Workday. To accomplish that, click the **Maybe Later** button at the bottom of the MFA Setup screen to temporarily bypass the MFA setup step and go directly into Workday. Now use the **Personal Information** app to update your **Contact Information** by adding your cell phone number. Once your cell phone number is stored in Workday you can Sign out of Workday, log back in, and complete the MFA Setup steps.

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Note: You must set up at least one of the MFA options to gain access to Workday. It is recommended to set up multiple options to provide you with maximum flexibility.

Important: You must set up all MFA options that you would like to use before clicking the **Finish** button. Once the **Finish** button is clicked, there will be no further opportunity to set up any other MFA options.

- If you have access to your Work email address you can select the **Email** option.
  o Complete the prompts that are presented. This will cause an email to be sent to your work email account. Enter the six-digit code found in the email onto the corresponding Workday mobile screen to complete the MFA set up for email.
  o Click the **Done** button to complete the MFA email setup. At this point, a green checkmark should display next to the Email option.
- If your mobile phone number has been added to Workday you can select the **SMS** option.
  o Complete the prompts that are presented. This will cause an SMS text message to be sent to your cell phone. Enter the six-digit code found in the text message onto the corresponding Workday mobile screen to complete the MFA SMS setup.
  o Click the **Done** button to complete the MFA SMS setup. At this point, a green checkmark should display next to the SMS option.
- If you have downloaded the **Google Authenticator** app you can select the **Authenticator App** option.
  o On the next screen, you will find a 16 character **Secret Key**. Copy that key as you will need to enter it into the Google Authenticator app.
  o Minimize the Workday app (**DO NOT CLOSE THE WORKDAY APP**) and open the **Google Authenticator** app.
  o Click on the **Get Started** link or the plus sign at the bottom of the screen (whichever is displayed).
  o On the next screen click on the **Enter a setup key** link.
  o Enter "Workday" in the **Account** field.
  o Enter the **Secret Key** in the **Key** field.
  o Select **Time Based** in the dropdown list.
  o Click the **Add** button.
    Note: You will now see a six-digit verification code displayed on the screen under the heading of "Workday".
    Note: The clock symbol to the right of the number shows how much time there is before that verification code expires. If it is nearing expiration simply wait for the next code to display.
  o Copy the verification code displayed in the Google Authenticator app.

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- o Switch back to the Workday app, and click the **Next** button.
- o Enter the verification code from the Google Authenticator app in the **Security Code** field.
- o Click the **Next** button.
- o Click the **Done** button to complete the MFA Authenticator app setup.
  Note: At this point, a green checkmark should display next to the Authenticator app option.
- o Click the **Finish** button.
- o Click the **Skip** link on the remember device page.

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4. Overview of Mobile App

The Workday mobile app provides access to information and functionality that people need to remain productive and informed in this day and age. The underlying data that feeds the mobile app is the same data that feeds the browser version of Workday. This provides a single source of truth and ensures consistent and up-to-date data is displayed no matter the platform Workday is accessed from (Mobile or Browser).

It is important to understand that even though the data source is the same, the apps being accessed via the mobile device have been modified to work best on a device with a smaller screen footprint. One may also find subtle differences in the names of certain applications (e.g. Time Tracking (Mobile) vs. Time (Browser)). Even though the names may be different, the icons representing those tools are the same or very similar.

We will now review the major components of the Workday Mobile App and draw comparisons to that of its "big brother" counterpart run in a web browser.

A quick review of the Mobile App's Home page will immediately show several familiar features.
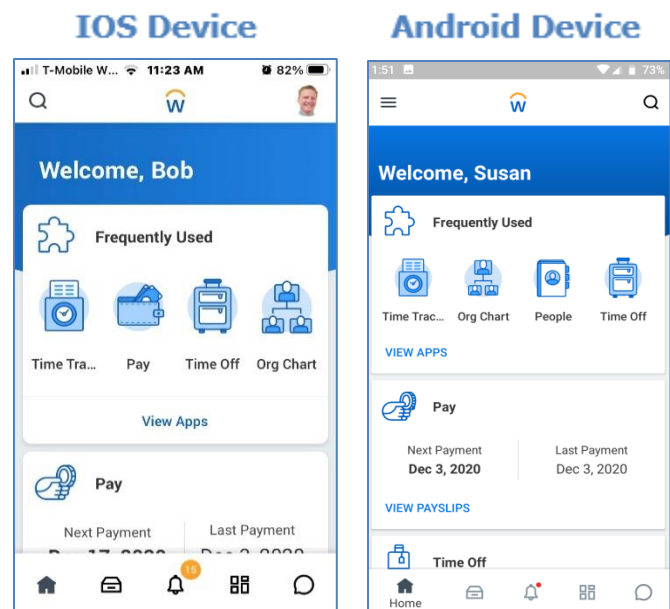
The Search bar is accessed by clicking on the magnifying glass icon.

The employee's Inbox is accessed by clicking on the tray icon.

The employee's Notifications are accessed by clicking on the Bell icon.

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On **IOS devices** the employee photo in the upper right portion of the screen will provide you with access to several app settings. It also provides access to view the employee's profile. For **Android devices,** those same features are accessed by clicking on the three horizontal lines ☰ in the upper-left portion of the screen.

The mobile app version limits the applications it displays to only the four most frequently used. This is a product of the limited screen real estate available on the mobile device. There are two ways to display a complete list of your apps that are accessible from the mobile app. The first is to click on the **View Apps** link at the bottom of the **Frequently Used** box. The second is to click on this icon located at ⊞ the bottom of the screen.

There are a few new icons to be aware of. They provide the same functionality as their browser counterparts, but they look different.

This icon is located at the bottom of the screen and is used to return the user to the **Workday Home Page**. On the browser version of Workday, the Workday 🅆 in the upper left corner of the page performs the same function.

This icon is located at the bottom of the screen and is used to activate the **Workday Assistant**. You will recall that the Workday Assistant is the Artificial Intelligence "Bot" that you can ask Workday-related questions to.

Note: To see a complete list of what you can ask the Workday Assistant, click on the icon and enter **Show all capabilities**.

By scrolling down on the page you will see two applications that will always display on your home page. They are labeled **Pay** and **Time Off**. On the browser version of Workday, they are listed as **Pay** and **Absence**.

The **Pay** app provides easy access to pay-related information (e.e. Paydays, Payslips, etc).

The **Time Off** app displays a list of upcoming approved time off (e.g. Vacation, Personal, etc.). It also provides a **Request Time Off** link that enables you to submit time-off requests as if you entered them through the browser version of Workday.

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The Workday mobile app provides on-the-go access to information stored in the County's Workday system. It is expected that this tool will empower the County's workforce to gain efficiencies and to enhance its decision-making capabilities by accessing real-time and relevant data.

Change Log				
Revision Number	Date of Change	Affected Lesson	Action	Initials
1.1.1.1	09/15/2021		Log Created	RK
1.1.1.2	01/14/2022	Download Mobile App	Updated instructions	RK
1.1.1.2	01/14/2022	Initial Setup	Updated instructions and provided more detail.	RK

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