



Making Workday Work:

Introducing the Workday Support Network



**Workday
Support
Network**

What is the Workday Support Network (WSN)?

- The WSN is a community platform where Workday users can:
 - Ask and answer questions about using Workday
 - Engage in conversation about common Workday topics
 - Connect with one another across University areas and departments to share tips, tricks, and ideas
- The WSN is open to all WSU employees who use Workday in any capacity as part of their jobs.
- The WSN is administrated and monitored by the Modernization Team.*

What **isn't** the Workday Support Network (WSN)?

- The WSN is not an extension of the Workday Service Desk. If you have a question or request for a Modernization Team analyst, please use the Workday Service Desk.*
- An official site for Workday training material storage, news, or updates. Visit the following for official updates and materials:
 - The Modernization Website
 - The Workday Digest and Modernization Newsletter
 - The Workday Knowledge Base

How to join the Workday Support Network

- Employees can find the link to join the WSN Slack channel on the Modernization website home page.
- When signing up for a Slack account, please use your WSU email. Non-WSU email addresses will be denied access to the Slack channel.
- By joining the Workday Support Network Slack channel, members agree to follow the community guidelines.
 - Violation of the community guidelines may result in post or member removal.

Community Guidelines

1

Keep it collaborative.
Conversations and language should remain respectful, constructive, and professional.

3

If you have an emergency or complex issue requiring Modernization Team assistance, use the Workday Service Desk.

2

Keep it secure. Don't post any protected information or secure data.

Links:

workdaysupportnetwork.slack.com

Workday Support Network

Demonstration



**Workday
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Workday Support Network

Q&A



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Thanks for attending!



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Questions? Submit a ticket at the Workday Service Desk.