Frequently Asked Questions

What is Workday?
Workday is a Human Resources (HR), Payroll, and Finance solution. All KenCrest employees will use Workday for tasks such as completing timesheets, requesting leave, and viewing benefits information. HR, Payroll, and Finance will complete many of their department-specific processes within Workday as well.

What are some of the benefits of Workday?
Workday enables 24/7 access to information over a secure network and enables KenCrest staff to self-service and update or access their information privately from any device. Everyday activities, like hiring and onboarding new employees and budget processing, will be smoother, faster, and easier.

Workday is an intuitive single-platform system that will streamline KenCrest processes, reducing the need for manual paperwork, duplicative data entry, and data entry errors. Workday's wide range of data and reporting will allow for deeper analytics that will help KenCrest better serve the needs of the those we support.

When will we start using Workday?
Workday is set to launch July 1, 2025, with additional rollouts through the summer and fall.

How will this change impact my daily work?
Changes to your daily work will vary across departments and teams, but every KenCrest employee will now have new, streamlined processes for entering timesheet information, requesting time-off, viewing benefits information, and more.

What are the "black-out dates?"
Starting April 27, 2025, self-service HR tasks (such as personal information updates) within Dayforce will be disabled. These tasks will be available on July 1, 2025, when Workday goes live.

How will Workday tie into my current role?
That is very dependent on your role within the organization. Workday is going to be the primary hub for all Human Resources, Finance, and Payroll processes; if you work in one of those departments, you will be doing most of your work in Workday. However, if you do not work in those departments, you will still use Workday on a regular basis. Managers/supervisors will use Workday to approve time cards and time off as well as for professional development processes such as check-ins, team goals, and performance reviews.

I don't work in the Finance or HR departments. Will I still have to use Workday?
Yes, everyone employed by KenCrest will use Workday. Depending on your role, you may use Workday to view payslips, update personal information, request time off, submit timecards, enter expense reports, submit invoices, etc. Managers should expect to log in to Workday on a daily basis.

Will streamlining and automating processes with Workday mean that my job will change?
Yes, the work you complete related to Finance, Payroll, and HR activities will change. Workday streamlines these activities by automating workflows and directing tasks closest to those who need to act on them. This allows more time for innovative work to support KenCrest's communities and mission.

Going live with Workday will initially lead to an increase in work as employees attend trainings, learn the new system, and transition to new ways of doing things.

What systems will Workday replace?
Workday will be replacing Dayforce, CenterSuite, PeopleSoft, and Inspyrus on July 1, 2025. Kronos will incrementally be replaced over the next year.

When will Dayforce deactivate?
Employees will lose access to Dayforce when we go live with Workday on July 1, 2025. KenCrest will retain limited access to Dayforce through the end of 2025 to support the transition to Workday.

Will Workday be used for daily service notes?
No, Workday will not replace any of our current service platforms, such as Evolv, and will not contain data or personal information of the individuals we support.

Will I receive training on how to use Workday?
Yes, employees will be invited to instructor-led training on Workday. In addition to the live training sessions, employees will also have access to helpful job aids and recordings for further reference and support. These resources will continue to grow over time and are designed to ensure that everyone feels confident and comfortable using Workday in their daily tasks.

How do I login to Workday? Where do I go to get my password reset?
Visit the Workday resource page (www.kencrest.org/workday) or the KenCrest Employee Portal to access our Workday login link. Those without a KenCrest email may need to reset their password to login to Workday. To reset your password, click on the "Forgot Password" link at the bottom of the login screen and follow the prompts there. A manager, using a KenCrest email address, may be required to validate the identity of the person requesting a password reset, so plan to involve your manager when making this change.

How do I use my personal mobile device to login?
Using Workday on your mobile device can be a convenient feature for times when you want to request PTO or when you need to quickly review your pay stub. Taking picture of receipts and uploading receipts for Expense reimbursement can be convenient on a mobile device as well.

If you wish to access Workday via a mobile device, you may do so in the following ways:

- *With a KenCrest Mobile Device – the Workday app will be pushed to your phone and available for use starting July 1, 2025. Login to the app via your same SSO credentials and then navigate from there.*
- *With a Personal Mobile Device – you will have to download the Workday app from your App Store. Once the app is on your mobile device, you can login via SSO (with a KenCrest email) or via the Native login, using a non-KenCrest email address. The login instructions for web browser access apply to mobile as well.*

Where do I go to update my personal information/worker profile?
The accuracy of your Worker Profile information is important to maintain at time of launch and on-going, as it is the source of record for who you are, where you work, and the teams you work with. Therefore, it's always important to review and confirm all data values are accurate.

Starting July 1, 2025, KenCrest is asking ALL EMPLOYEES to review and edit or request for edit any and all data fields in the Worker Profile, to ensure the information from Dayforce came over appropriately and/or new information fields in Workday are completed for accuracy and completeness.

Therefore, navigate to the upper-right corner and click on Your Profile icon. From there, you will see the screen where your name and image appear on the left in a blue menu section. Click through each menu item in that blue section and review the information. Refer to the "How to Validate Your Worker Profile" Job Aid for assistance.

Can staff contact each other directly through Workday?

No, Workday does not have a chat functionality. However, when you process and submit a transaction, you will be able to add comments and attach documents for the approver to see.

I don't use a computer at work, how will I use Workday?

Workday is cloud-based and mobile-friendly, so you can access it from your smartphone, tablet, or computer using the Workday website or mobile app.

Will we clock in and clock out with Workday? What if I am an exempt (salaried) employee?

All hourly staff will continue to utilize Kronos to record your hours worked. Salary workers will be paid via compensation in Workday and will no longer use time tracking to record hours worked.

Where do I log my hours?

As of July 1, 2025, while most elements in Dayforce have moved over to Workday, the time tracking actions completed in Kronos will remain in Kronos until further notice. Therefore, all hourly employees will continue to use the clocking devices at each site and/or their mobile device or web application to log their hours – net, no change at this time.

Where do I request PTO/Time Off and are my previous requests in the system?

Starting July 1, 2025, all requests for time off, including PTO, Jury Duty, Bereavement, Parental Leaves, Disability, etc. will now be logged in Workday. Use the term "Request Absence" in the search bar and navigate the system from there. Requests that were submitted for time off after June 23, 2025 will need to be reentered.

For additional information in how to navigate the Request Absence features in Workday, refer to the "Manage Your Time Off/Leave of Absence" Job Aid.

How will I be notified of things in Workday (PTO requests, when it's time to approve hours, etc)?

Employees will be able to configure their Workday account to receive notifications for multiple actions. For any notification in Workday, you can choose to receive those immediately via email, mobile push notifications, as pop-ups within Workday, or not at all. If you do not want to receive notifications, vacation requests, submitted hours, and other actions will appear in your Workday account, you will need to login to your account to view any tasks assigned to you.

Will my personal data be secure in Workday?
Workday is committed to protecting your data and communicating transparently and ensuring everyone is informed, enabled, and supported in prioritizing security and following best practices. Their strict compliance program consists of third-party audits and internal certifications to ensure data security and privacy, protect against threats or data breaches, and prevent unauthorized access of your data. Also, the Workday mobile app uses multi-factor authentication to provide an additional layer of security.

Will other employees be able to see my personal contact information?
Other employees will not have access to your personal contact information.

Will I be able to view team schedules in Workday?
No, you will only have access to view your own schedule.

Why can't I see A, B, or C (as examples) in Workday?
Security is a powerful feature of Workday, but one that requires some back-end assistance to fully understand and to set accurately. In general, Workday allows access to Business Processes, data fields, and data values according to Security. So, if an Employee or Manager is looking for a certain Business Process, data field, or data value and they cannot find it – chances are it's due to how Security has been configured.

The best way to fix what may look like a Security issue is to log a ticket at http://helpdesk.kencrest.org *or email* workdaysupport@kencrest.org *(if a Direct Service Provider) and explain the task you're trying to complete and the system behaviors you're experiencing. They should be able to help you determine the best course of action, including any security configuration settings required.*

Can I obtain proof of employment through Workday?
You will be able to print paystubs through Workday; additional employment verification will be provided by a third-party company.

Can I change my 403(b) deferrals within Workday?
Yes, once enrolled you may change your contributions within Workday.

Where do I go to make a Life Event change in my benefits?
Type "Change Benefits" in the search bar to begin the life change process. Refer to the "Benefits: Manage Your Benefits" Job Aid for assistance.

Is Workday replacing Relias?
Workday will not be replacing Relias at this time; you will continue to use Relias as usual to complete your training.

Will I receive two W-2s because two systems were used to process payroll this year?
No, you will receive one W-2 and all of your data will be accessible in Workday.

How will I be paid if I do not use direct deposit?
A paper check will be mailed to the home address on file.

Where can I find my paystub or paycheck?
You can find information about your pay stub or paycheck by clicking on the "My Pay" icon on the landing page of Workday. If you do not yet see this icon, click on the "Menu" button in the upper-left corner and search for "My Pay". You can also choose to add this as a favorite option in your left-hand menu.

For additional information in how to navigate the My Pay features in Workday, refer to the "Manage Payroll Options" Job Aid.

Will I receive a new company credit card?
No, you will keep the current M&T credit card you have.

Will I still have the ability to use CentreSuite?
Yes, you will still be able to login to CentreSuite. Access will be restricted to viewing balances and transactions and downloading statements; you will not be able to complete expense reports.

Will my credit limit change?
No, your credit limit will remain the same.

How do I manage expenses or submit for reimbursement?
Starting July 1, 2025, all expenses (with credit card or without) will be submitted in Workday. Refer to the "Finance & Workday" Job Aid section for detailed assistance with different types of expenses.

Will I still need to send in paper expense reports for travel and reimbursement?
No, all expense reports will be completed and submitted through Workday. Check the "Finance & Workday" section of the resource page for job aids on how to complete expense reports in the desktop and mobile versions of Workday.

Will there be changes to how vendors are added?
There will be no changes to the vendor IDs or setup process beyond using the Workday platform.

How will I calculate mileage?
Workday automatically calculates mileage via Google Maps when you enter your departure address and destination address. There is an option to change the calculated trip distance if you need to modify the calculation.

How do I submit a job requisition to hire for an open role?
Type "Start Job Requisition" in the search bar and begin filling in the required information on the page. Refer to the "Recruiting: Create and Manage Job Requisitions" Job Aid for assistance.

How do I refer someone to an open job?
These requests are now completely managed in Workday. Refer to the "Recruiting: Employee Referrals" Job Aid for assistance.

Where do I go for additional support?
You can now go to http://helpdesk.kencrest.org *to log a Support Ticket (Choose Workday in the first drop-down box and then fill in the other data fields according to your support need). You may also email the helpdesk at* WorkdaySupport@kencrest.org*, including as much information about your request in the body of the email. Both will be routed to the appropriate parties who will then be able to assist you.*