WORKDAY Cash Receipts Templates

To Request to Add or Remove Users (and subsequent template access):

A new user request or user removal is triggered through the Help Desk by the Supervisor requesting the access or removal to the Cash Receipt template(s). All templates are allowed 2 users to be assigned per template, in addition to a supervisor. Students and part-time faculty are not to be considered unless no other options exist. Before a request for a new user is made, generally, a removal request should be processed (as we attempt to maintain limited user access). The Supervisor sends a request to the Help Desk for the new user with the subject or reference in the request: **"Workday Finance Integrations Team - Cash Receipts New User Request" (or User Removal)** and give the **name of the cash receipt template(s)** that access or removal is needed for, and **the User's AD Username. The timeline for when access is needed** should be given (must allow at least 5 business days for Help Desk to process). Multiple requests may be made in the same ticket. **Be sure to note that you will need a password setup in order to process the form for any new users. Please copy Karen Gretschmann in the Add or Remove Request.** Access to the T Drive will be given or removed, and is where the templates are located. Cash receipt templates should NEVER be processed from this location. You are only going here initially to copy and Paste the Shortcut to your desktop (be certain you are using the PRODUCTION template in Production folder and not Development) and use COPY and then PASTE SHORTCUT when on the user's desktop (Pasting as a shortcut and not just Paste is very important or the template will not process into Workday Production). See next paragraph.

Once Access has been Acquired: Copying and Pasting the Shortcut to Desktop:

The location of the templates (and be sure you are selecting Production and not Development folder) is T:MiddlewareIOLinks:MiddlewareIOPrd-Templates (then Right Click on template needed and select COPY – Go to your desktop and then Paste Shortcut. Be sure to follow these steps exactly. If your computer is ever refreshed or your template is missing for any reason, you will need to repeat this process to paste on your desktop again. Be sure you remove any prior templates before creating any new template shortcuts.

To Reset Password:

This is periodically needed by users. Please follow the steps shown below "**How to reset your non-production password"** and be sure to save/remember it for future reference when you will need to change your password again. The template does not inform you that you need to update your password, but rather will error you on password entry, which tells you that you should change it, if you are indeed entering your correct password and it is failing/erroring. This change of password only affects your Workday cash receipt form/freeform and Sandbox. If you cannot remember your prior password or have never had a password, please email the Help Desk for assistance in resetting your Non-Production password and request it be assigned to Workday Applications team with an expedited status as you need to process cash receipts for the District and need the action to be addressed as quickly as possible.

If you Receive an Error (for Password error, see prior paragraph):

If you experience **Error messages** while attempting to process a cash receipt form, always be certain to save a screenprint of the error. You will need to contact the Help Desk via email with the copy of the error message screenprint. Please be sure to communicate to the Help Desk on your request that your error is with a WORKDAY CASH RECEIPT TEMPLATE, give the Name of the template, your contact information, and written description as needed along with the screenprint. Screenprints of errors are very important in resolving any issues. Please note in the Help Desk email to assign to the Workday Finance Integrations Team, and that you need this as soon as is possible as you need to process Daily Cash receipt deposits for the College. Please copy Karen Gretschmann on your Help Desk request.

To find any **Forms and procedures** that are cash-related (<u>other than Workday cash receipt templates</u>), please see the Forms Database on the intranet, under Forms - (D) Deposits or (C) Cash.

Should you have any questions or concerns or need assistance, please feel free to contact me.

Thank you,

Karen Gretschmann-Hoffman
258-2347

How to reset your non-production password

When you log into Workday to enter time, request time off, etc., you login to Workday using single-sign-on, using your network password. When you login to non-production tenants (MC4, Sandbox, Sandbox_preview), you use a password that is set within Workday, and you use this password for these non-production environments and, if applicable, cash receipts templates. We require this password to be reset every 90 days in Workday, so generally, on that 91st day when you login to a non-production environment you will be asked to change your password. This should prompt you, mentally, to ALSO change your password in production. Remember, production is copied to Sandbox every Friday, and the other 2 environments are copied approximately monthly.

As long as you know what your prior password is you'll be able to change your password from within Workday. IF you don't remember your password, you'll need to submit a help desk ticket.

1. Login to Workday

2. Select your picture in the upper right hand corner of Workday and you'll receive a small menu, select 'My Account':
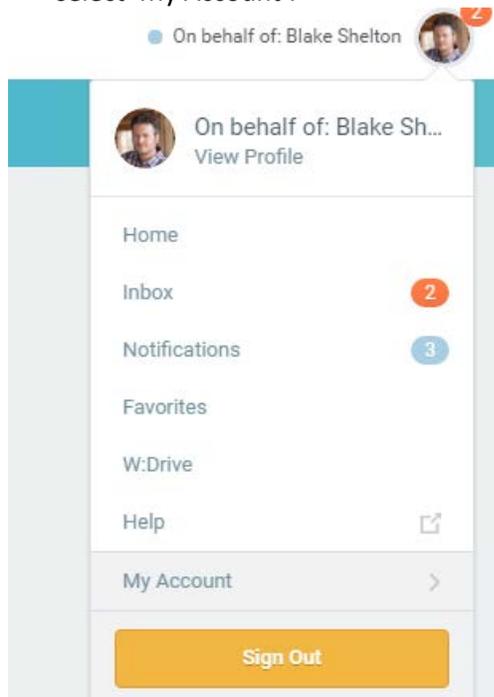
3. Another screen will pop up, select Change Password (again, you'll need to know your prior password to do this**).**
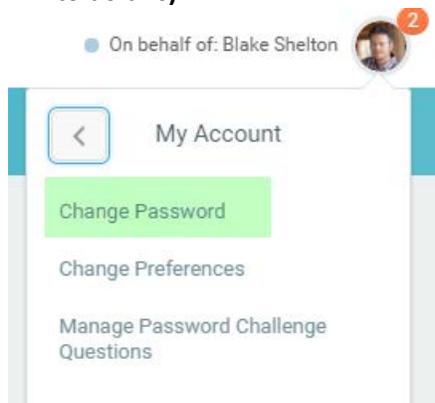
What are the password rules?
- Minimum length of 8,
- Must contain upper and lower alphabetic characters
- Must contain a numeric digit
- Must contain a special character
- Password can be re-used after 4 password rests
- Account will be locked out after 5 failed signon attempts
    - IF locked out, you will be locked out for 30 minutes.
- 3 failed password reset attempts are allowed

Change Password

| Password Rules | Your new password must not be the same as your current password or user name. Minimum number of characters required: 8. The followi The password must not have been used within the following number of last passwords: 4. |

Current Password ✳

New Password ✳

Verify New Password ✳

4. This password cannot be used for production, however, next time production is copied to the non-production tenants (weekly for Sandbox) you will be able to use this new password in the non-production environments.