



Manage a Duplicate Certification or License in Workday

Duplicate certifications/licenses in Workday typically occur when an individual adds an additional certification/license when one already exists in the system, instead of editing the existing certification/license. Duplicates may cause reports or other systems to believe a license is expired when it is not. A duplicate license can be: the same license with different dates, the same license with the same dates, or the same license where one is complete and one is awaiting action. If a certification/license is waiting on an action, you will need to determine who the transactions is waiting for. Follow the steps below to determine who a license transaction is waiting for and to identify and remove a duplicate license.

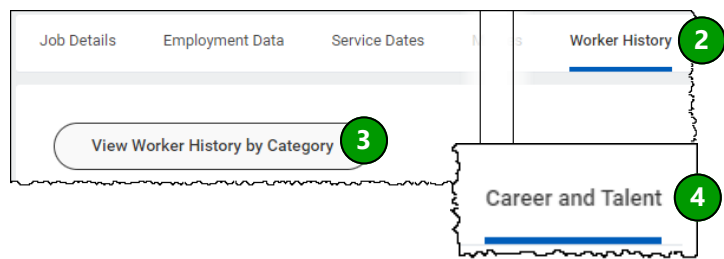
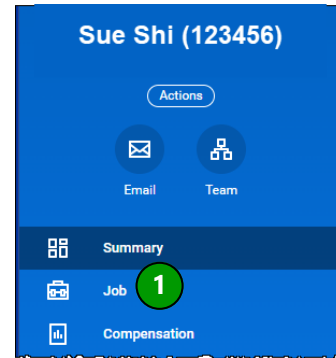
License Awaiting Action

If a license is waiting on an action, you will need to determine who the transaction is waiting for:

From your Workday profile:

1. Select **Job**.
2. Select **Worker History**.
3. Select **View Worker History by Category**.
4. Select the **Career and Talent** tab.
5. Select the Certification Business Process title which has a Status of **"In Progress"**.
6. Select the **Process** tab to see who the license is awaiting action from.

*If the "In Progress" task needs to be deleted and is in a "Saved for Later" Status, select the **gear icon** and then select **"Delete Incomplete"**.*



Process	Step	Status	Completed On	Due Date	Person (Up to 5)	All Persons
Manage Certifications	Manage Certifications	Saved for Later	08/16/2024 10:40:18 AM		Walter Mellon	1

Remove a Duplicate License

*Identify which license should be kept and which should be removed. You will want to keep the license with the **most current effective date and source documentation**.*

From your Workday profile:

1. Select **Career**.
2. Select the **Certifications** tab.
3. Select **Remove** on the License or Certification you wish to delete.

Certification	Issuer	Issued Date	Expiration Date	Actions
ACLS Provider - American Heart Association	American Heart Association		10/31/2024	Edit Remove
BLS Provider - Certification - Others	Certification - Others		10/31/2024	Edit Remove
LIC-Registered Nurse - Florida	Florida		04/30/2023	Edit Remove
PALS Provider - American Heart Association	American Heart Association		04/30/2023	Edit Remove



Certification/ License FAQ

Certification/License FAQ

When do I edit a Certification or License?

- When renewing a certification/license.
- If information is missing or incorrect to update the existing certification/license, including dates and/or source document attachments.

What if I have a missing Certification or License?

- Follow the Add process documented [here](#).
- Please be sure you do not duplicate a certification/license for an individual.

What if I have an expired Certification or License?

- If you are a manager, follow the Edit/Renew process documented [here](#).
- If you are an employee, follow the Edit/Renew process documented [here](#).

What if I have a duplicate Certification or License in Workday?

- Follow the Remove a Duplicate License process documented [here](#).

What if I am getting Error alerts when adding my Certification or License?

- Follow the How To Correct Certification Errors process documented [here](#).

What is the Approval Routing process?

- Below is a grid of the approvals required when a certification or license is added or updated.

If Initiated By:	Approval Required
Employee	Manager or HCM Business Manager
HCM Business Assistant	Manager or HCM Business Manager
Manager	No additional approval required