



## Workday Ticket Guide

### Pegasus and Workday Help Tickets

Area Need	Description	Link
<b>Certifications and Licenses for Worker</b>	<p><b>Workday Help Case:</b> Request assistance with certifications or licenses for a worker or request a new certification be added to the base list, please go to the Workday Menu and select Help.</p> <p>Select Create Case, then select <b>General HR Case Type Option</b>.</p>	<a href="#">Certification and Licenses Help Case</a>
<b>Expense Reports</b>	<p><b>Pegasus Ticket:</b> For assistance, please select <b>SCM Expenses</b> in the <i>What area are you having a problem with?</i> Field.</p> <p>To add a Hotel to Workday, email <a href="mailto:Travel@vumc.org">Travel@vumc.org</a>.</p>	<a href="#">Expense Reports Pegasus Ticket</a>
<b>Goals and Performance Review</b>	<p><b>Workday Help Case:</b> Request assistance with Goals or Performance Reviews.</p> <p>Select Create Case, then select <b>General HR Case Type Option</b>.</p>	<a href="#">Goals and Performance Review Help Case</a>
<b>HCM Report or Dashboard Request</b>	<p><b>Pegasus Ticket:</b> Submit and HCM Report or a Dashboard Request</p>	<a href="#">HCM Report or Dashboard Request Pegasus Ticket</a>
<b>Job Requisition Removal</b>	<p><b>Pegasus Ticket:</b> Request assistance in removing a job requisition that was created in error.</p> <p>Please select <b>HCM Recruiting</b> in the <i>What area are you having a problem with?</i> Field.</p>	<a href="#">Job Requisition Removal Pegasus Ticket</a>
<b>Ordering Supplies and Updating Location</b>	<p><b>Pegasus Ticket:</b> Request assistance in ordering supplies or updating your location.</p> <p>Please select <b>SCM Procurement</b> from the drop-down menu.</p>	<a href="#">Ordering Supplies or Updating Location Pegasus Ticket</a>
<b>PO Payments and Reimbursement Payments</b>	<p><b>Pegasus Ticket:</b> For assistance, please select <b>SCM Procurement</b> in the <i>What area are you having a problem with?</i> Field.</p>	<a href="#">PO Payments and Reimbursement Payments Pegasus Ticket</a>
<b>Security</b>	<p><b>Pegasus Ticket:</b> Request a Workday security change (i.e., HCM Business Assistant with Compensation, HCM Viewer, etc.) or role change for an employee.</p>	<a href="#">Security Pegasus Ticket</a>
<b>Supervisory Organization</b>	<p><b>Pegasus Ticket:</b> Request a supervisory organization change.</p> <p>Please select <b>HCM Department Report To, Reporting Structure (Org Chart)</b> in the <i>What area are you having a problem with?</i> Field.</p>	<a href="#">Supervisory Organization Pegasus Ticket</a>



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<p><b>Update a process effective date or a process needs to be canceled once approved</b></p>	<p><b>Workday Help Case:</b> Any HR process that a manager has approved into workflow. This includes actions such as job changes, transfers, performance-related actions, terminations, etc. Please go to the Workday Menu and select Help.</p> <p>Select Create Case, then select the <b>General HR Case Type</b> option.</p>	<p><a href="#">Update or Cancel Process Workday Help Case</a></p>
<p><b>Visa and Passports</b></p>	<p><b>Pegasus Ticket:</b> Update Visa's and Passport information and ensuring all countries are available.</p> <p>Please select <b>HCM Worker</b> in the <i>What area are you having a problem with?</i> Field.</p>	<p><a href="#">Visa and Passport Pegasus Ticket</a></p>
<p><b>Work Systems</b></p>	<p><b>Pegasus Ticket:</b> Request access for different work systems in Workday.</p>	<p><a href="#">Work Systems Pegasus Ticket</a></p>



## Workday Help Center FAQ

Question	Answer	Link
<p><b>How do I create a Workday Help case?</b></p>	<p>To create a new Workday Help case, go to the Workday Menu and select Help. To enter a case, select Create Case.</p> <p>To check on the status of a case or reply to a case, select the case number in your Recent cases.</p> <p>Follow the instructions in WDES 104 Workday Help.</p>	<p><a href="#">Workday Help Center</a></p> <p><a href="#">Workday Help Case Follow Up</a></p> <p><a href="#">Quickguide for Workday Help Case</a></p>
<p><b>How do I file for FMLA?</b></p>	<p><b>Employee:</b> FMLA is an acronym for Family and Medical Leave Act—a federal law that provides employees the right to take a leave of absence (up to 12 weeks) for personal or family medical reasons and leave for qualifying military exigencies or military caregiver while maintaining job protection. Examples of reasons an employee might apply for FMLA include the birth, adoption or fostering of a child, to recover from surgery or for an illness, such as cancer or diabetes.</p> <p><b>Manager:</b> FMLA is a federal law that provides employees the right to take a leave of absence (up to 12 weeks) for personal or family medical reasons and leave for qualifying military exigencies or military caregiver while maintaining job protection. There are two types of FMLA: continuous leave, which is taken in a single block of time of more than three days, and intermittent leave, which may be taken in periodic blocks of time that can be scheduled, episodic or by reducing weekly or daily schedules.</p>	<p><a href="#">FMLA Employee Article</a></p> <p><a href="#">FMLA Manager Article</a></p>
<p><b>Employee Relations</b></p>	<p><b>Accommodations:</b> Employees can make a request for a reasonable accommodation to assist with completing the essential functions of their job for one of two reasons: medical or religious/spiritual belief purposes. The accommodation process is managed and facilitated through the Employee and Labor Relations team.</p> <p><b>Investigation Process:</b> Employees have the right to address concerns with workplace issues — such as work environment, discrimination, retaliation and harassment — through a formal complaint process. You should never have to worry about retaliation because you exercised your right to file a complaint or concern.</p>	<p><a href="#">Accommodations Article</a></p> <p><a href="#">Investigation Process Article</a></p>



## Workday Help Center FAQ

Question	Answer	Link
<b>How to connect with the Employee Service Center?</b>	Did you know there is a new way to get HR help? For answers to HR questions, visit the Workday Help Center. You can find answers to FAQs on topics, such as benefits and FMLA, in self-help articles or click on Create Case to get help from a HR Specialist.	<a href="#">Workday Help Center</a>