# HOW TO USE THIS DOCUMENT

In this document you will find guidelines for accessing support, contact details, and common examples of where to get support for key groups at UBC.

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The integrated service centre (ISC) will be an added support to UBC’s ecosystem.
GUIDELINES FOR ACCESSING SUPPORT

1. Contact the ISC if you have questions or need support with:
   • Workday (e.g., navigate, resolve issues, or request access)
   • Finance and HR queries (e.g., how to execute Finance or HR tasks in Workday)

2. For confidential or sensitive HR queries, contact HR.

3. If you are a departmental administrator supporting HR or Finance tasks, continue to work directly with your existing contact in HR or Finance. Examples include non-workday questions related to:
   • Procurement
   • Revenue Accounting
   • Return to Work
   • Coaching
   • UBCO Finance
   • Financial Reporting
   • Comptroller's Office
   • Research Grants
   • Payroll
   • Etc.

4. All other support services remain unchanged, and can be accessed through typical channels (e.g., LT Hub, IT Service Centre, Salesforce, Facilities, AEP applications).

5. Still not sure? Contact the ISC and we will help direct you to the right place!
HOW TO ACCESS SUPPORT

1. Search the Workday knowledge base online
   Find answers quickly using our searchable knowledge base.

2. Submit a ticket
   Submit and track the status of your queries. This will replace current email correspondence.

3. Visit Workday this Week
   For the latest updates, Top Topics and Known Issues

4. Talk to a representative
   Connect with an ISC service representative to receive direct support.
   - Vancouver | 604-822-8200
   - Okanagan | 250-807-8163
Common questions

**I need help submitting expenses for my research project, what do I do?**
- Search the Workday knowledge base

**I need support in assigning someone as my timekeeper. I also would like to know the access they will have once assigned.**

**I have questions about my pay statement, what do I do?**

**How do I change the delegations and notification settings in Workday?**

**I have questions about the tenure and promotion process.**
- Search UBC’s HR website for guidelines, policies, and procedures

**I need to make a purchase from a specific supplier, what do I do?**
- Search the Finance website to find more information on policies and procedures

**My CWL isn’t working, what do I do?**
- Search the IT knowledge base

**Submit a ticket to the ISC**
- Contact your faculty or unit Buyer
- Submit a ticket to the IT Service Centre
- Call the ISC
- Contact HR
- Contact your faculty or unit Buyer
- Call the IT Service Centre

For Faculty

Knowledge Base

Request Help

Talk to a Rep
SUPPORT JOURNEY
For Staff

**Common questions**

**ISC**
- "I submitted overtime in the last pay period but don’t think I was paid for it."
- "I would like to view and update my personal information but don’t know how."
- "Why am I not eligible for group benefits?"
- "I don’t have the right access in Workday, what should I do?"

**HR**
- "I need to report a workplace ethics violation."

**Finance**
- "I need to make a purchase from a specific supplier, what do I do?"

**IT**
- "I can’t connect to the VPN, what do I do?"

**Knowledge Base**
- Search the Finance website to find more information on policies and procedures.
- Search the Workday knowledge base.
- Search UBC’s HR website for information on benefits.
- Search the Workday knowledge base.
- Search the IT knowledge base.

**Request Help**
- Submit a ticket to the ISC.
- Contact HR.
- Contact your faculty or unit Buyer.
- Submit a ticket to the IT Service Centre.

**Talk to a Rep**
- Call the ISC.
- Contact HR.
- Contact your faculty or unit Buyer.
- Call the IT Service Centre.
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<td>&quot;I’m trying to create a purchase requisition using a punchout catalogue, however, it isn’t connecting to the supplier’s website from Workday.&quot;</td>
<td>Search the Workday knowledge base</td>
<td>Submit a ticket to the ISC</td>
<td>Call the ISC</td>
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<td>&quot;I need to update my sup org chart but don’t know how to do it through Workday.&quot;</td>
<td>Search UBC’s HR website for guidelines, policies, and procedures</td>
<td>Contact HR</td>
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<tr>
<td>&quot;I have a question on how to hold a performance conversation.&quot;</td>
<td>Search the Finance website to find more information on policies and procedures</td>
<td>Contact your faculty or unit Buyer</td>
<td>Contact your faculty or unit Buyer</td>
</tr>
<tr>
<td>&quot;I need to purchase from a specific supplier, what do I do?&quot;</td>
<td>N/A</td>
<td>Contact your faculty or unit Payroll Representative</td>
<td>Contact your faculty or unit Payroll Representative</td>
</tr>
<tr>
<td>&quot;My staff member is requesting an ROE or income verification letter, what do I do?&quot;</td>
<td>N/A</td>
<td>Contact your faculty or unit Payroll Representative</td>
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<td>&quot;I missed the deadline to approve hours for several of my hourly workers, an off-cycle payment now needs to be issued. What should I do?&quot;</td>
<td>N/A</td>
<td>Contact your faculty or unit Payroll Representative</td>
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<td>&quot;My CWL isn’t working, what do I do?&quot;</td>
<td>Search the IT knowledge base</td>
<td>Submit a ticket to the IT Service Centre</td>
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**Common questions**

**ISC**
- “I want to know if this expense is eligible for reimbursement. What do I do?”
  - Search the Workday knowledge base
- “I would like to view and approve time in lieu for my faculty but can’t find where in Workday.”
- “The automatic notifications set in Workday to check my inbox are not sending.”

**HR**
- “I would like support interpreting a collective agreement.”
  - Search the HR website
- “Do I qualify for long term disability?”

**Finance**
- “I need to make a purchase from a specific supplier, what do I do?”
  - Search the Finance website to find more information on policies and procedures
- “I have a group of staff who submitted overtime in the last pay period but weren’t paid for it.”
  - Search the Finance website to find more information on policies and procedures

**IT**
- “My CWL isn’t working, what do I do?”
  - Search the IT knowledge base

**Request Help**

**ISC**
- Submit a ticket to the ISC

**HR**
- Contact HR

**Finance**
- Contact your faculty or unit Buyer
- Contact your faculty or unit Payroll Representative

**IT**
- Submit a ticket to the IT Service Centre

**Talk to a Rep**

**ISC**
- Call the ISC

**HR**
- Contact HR

**Finance**
- Contact your faculty or unit Buyer

**IT**
- Call the IT Service Centre