|  | *General: Installing The Workday Mobile App* |
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This Workday Process Overview outlines tips, tricks, required fields you need to install and use the Workday mobile app. All University of Texas at Austin staff, faculty, and students have access to download the Workday Mobile App and perform a select set of functions on a mobile device.

It discusses the following concepts:

* **Installing the Workday Mobile App**
* **Understanding the Security Implications and DUO**
* **Understanding Difference between Mobile App Functionality & Web Browser Functionality**

Installing the Workday Mobile App

The Workday Mobile app allows workers to easily review employee-as-self information and complete specific transactions on a mobile device. Installing the Workday App on a mobile device is simple, and available for both Apple iOS and Google Android mobile devices.

***Note:*** Users can access Workday via the phone’s mobile browser if it is preferred not to download an app.

Before You Start

| Topic | Tip |
| --- | --- |
| **Download Workday Mobile App** | Download the Workday app.   * For Android: Search for *Workday* in the Google Play Store to download the application. * For iPhone: Search for *Workday* in the App Store to download the application. |
| **Duo** | Confirm you have enrolled in the Duo multi-authentication tool. |

Required Fields

The following table shows the minimum fields required to install the Workday mobile application on a worker’s device. Other fields are optional.

| Field Name | Description | Sample Values | Field Required By |
| --- | --- | --- | --- |
| Tenant | Indicates the name of the Workday tenant. | ***utaustin*** | Workday requirement |
| Web Address | Links the UT Austin Workday production tenant to the user’s mobile device. | ***https://www.myworkday.com*** | Workday requirement |
| UT EID | Worker’s UT EID associated with the University of Texas at Austin. | aa99999 | UT Requirement |
| UT Password | Worker’s UT password associated with their UT EID. | password | UT Requirement |

Tips and Tricks

| Topic | Tip |
| --- | --- |
| **Organization ID** | When prompted to **Enter or scan your Organization ID**, enter **utaustin**. Otherwise, tap the gear icon in the upper left-hand corner and enter the tenant and web address. |

***Related Documentation***

| Document Name | Target Audience |
| --- | --- |
| **Workday Mobile App – WIG** | All Academic, Staff, Student |
| **Workday Mobile eLearning Video** | All Academic, Staff, Student |

Understanding the Security Implications and Duo

At the University of Texas at Austin, a multi-factor authentication tool, Duo, is used to protect and secure data, including information accessible in Workday and the Workday mobile application. Duo provides a second layer of security when signing into systems that require a UT EID. Normally, identity is verified with a password, but verifying with a second factor, such as a mobile phone, helps prevent anyone but the owner of an account from signing in, even if they know the password.

Duo mitigates the risk of stolen passwords and provides an effective measure to protect from potential threats to UT systems and data, including employee information managed in Workday. As a result, Duo will prompt users upon use of the Workday app, requiring a passcode provided from the device selected by the worker.

***Notes:***

* Duo authentication is required at the point of sign-on in Workday. If a user configures Duo to send a push notification to a mobile device, approving the push notification will not work on the mobile app. The user will have to enter the passcode from the Duo application to complete authentication.
* The Workday Mobile app maintains the same security as Workday web application. If a worker’s mobile device is ever lost or stolen, the data remains secure because the information is stored in the cloud, not locally on a device.

Tips and Tricks

| Topic | Tip |
| --- | --- |
| **Duo Authentication** | Duo authentication is required at the point of sign-on in Workday. If a user configures Duo to send a push notification to a mobile device, approving the push notification will not work on the mobile app. The user will have to enter the passcode from the Duo application to complete authentication. |
| **Duo Support** | For more information on Duo, please refer to this [knowledge base](https://ut.service-now.com/utss/KAhome.do?number=KB0011878) article or review the [MFA methods overview](https://security.utexas.edu/iso-policies/approved-mfa-methods) from the Information Security Office (ISO).  If you need assistance enrolling your phone or to find more information about hardware tokens, please call the [UT Service Desk](https://ut.service-now.com/utss/catalogoverview.do?sysparam_citems_id=f8a2f29b0ff3960003d2e498b1050ed8) at 512-475-9400. |

***Understanding Difference between Mobile App Functionality & Web Browser Functionality***

The Workday Mobile app enables the ability to easily access specific Workday tasks and information from a mobile device. Tasks such as reviewing **personal information** and **entering time** are recommended tasks to execute within the Workday mobile app. However, some Workday features are not enabled in the mobile app and are better executed through a web browser. If you do not see functionality that you need, log in to the full version of Workday from your web browser on your laptop or desktop computer.

Tips and Tricks

| Topic | Tip |
| --- | --- |
| **Notes to Employees** | It is best to use the Workday Mobile App for the following:   * Notifications * Announcements * Inbox items * View profile information (job, personal, contact information) * Update contact information * Review payslip * Enter time, if applicable * Enter time off, if applicable * View organization chart   It is recommended to log in to the full version of Workday from your web browser on your laptop or desktop computer to complete specific transactions such as:   * Completing or updating federal withholding elections (W-4) * Completing or updating direct deposit information * Completing Form I-9 |
| **Notes to Approvers** | It is recommended to log in to the full version of Workday from your web browser on your laptop or desktop computer to review and approve transactions. |