

Process steps

Title:	Updating Workday: Registering for Remote Work and Accessing Flexible Work Solutions
Related to:	OHA 010-023
Effective date:	12/07/2020

Purpose

This document provides step-by-step instructions for staff and managers to complete the process of requesting and approving remote work status (teleworking or telecommuting) or affirming existing remote work status in the Workday system.

OHA provides individuals the option to work remotely and flex their working hours when the responsibilities of a position make it possible and appropriate for the individual, the manager, the team, and the agency. Some OHA positions are bound by the responsibilities of their position to location or shift requirements. OHA provides equipment for one workspace per staff person. Individuals approved to work outside of state-owned or leased buildings provide their own internet and other utility coverage, without reimbursement from the state, allowing them to perform their assigned duties and participate in phone conferences and virtual meetings during scheduled work hours.

Process steps

1. Individual and their manager engage in a collaborative process using the appreciative inquiry tools provided in the Reference section, or other resources to:
 - a. Review the individual's position description (PD) and work. Additional resources for evaluating the PD can be found in the References section.
 - b. Determine what percentage of work can be performed remotely and update the individual's PD.
 - c. Determine what equipment is needed to ensure the individual can work remotely with success.
 - A. Standard home office equipment usually includes a computer or laptop, two monitors, a keyboard, and mouse.
 - B. Additional home equipment, unless related to an accommodation, is at the manager's discretion.
 - d. Ensure appropriate equipment is assigned or ordered.
 - e. Create a plan that allows the manager to support and oversee the individual's work.
 - f. Agree to an individual work schedule.
2. Manager provides updated PD to OHA Office of Human Resources.
3. Individual staff completes the Remote Working Request within Workday:
 - a. Open the [Job Aid](#) for photo supplements to the following instructions.
 - b. Log in to individual Workday account.

- c. From the Applications section of the home page, click on the “Requests” icon (looks like an envelope with a piece of paper in it).
 - d. Under the instructions on the top of the Requests page, click on the “Working Remotely” tab (next to “General Requests”).
 - e. In the Working Remotely page, move to the Actions section on the right-hand side of the page and click on “Working Remotely|Requests”.
 - f. On the new page, click on the pencil icon in the “Primary Address” field to begin editing. (Do not change your home address here. If your home address is not correct in Workday, go back to the Workday Home Page and select the icon labeled Personal Information and Documents” to correct it.)
 - g. Scroll down to the “Usage” section and click on the menu prompt on the right edge of the box.
 - h. Select “Working Remotely”.
 - i. Enter the “Number of Days Per Week” to work remotely.
 - j. Click the menu prompt on the right edge of the “Days of the Week” and select “All”.
 - k. Select the specific “Days of the Week” the individual will work remotely.
 - l. Click on “Details” to open the “Notes” section and use the free text box to enter the work hours, lunch period and other agreed scheduling details.
 - m. Scroll to the bottom of the page and select the “Submit” button.
4. Workday takes individual to the “Up Next” screen.
 5. Individual clicks on “Review Documents”.
 - a. Review the Oregon Department of Administrative Services (DAS) Working Remotely Policy and the Working Remotely Employee Acknowledgment documents.
 - b. After review, select the “I agree” box next for each document link.
 - c. Click “Submit”.
 6. Workday takes individual to the “Up Next” screen.
 7. Individual clicks on “To Do”.
 - a. Click on the “Asset Survey” link.
 - b. Complete the Asset Survey:
 - A. Data classification relates to the sensitivity of data used by individual employees. Based on DAS policy the classifications are:
 - i. Level 1, “Published” – low sensitivity, not protected from disclosure, will not jeopardize the privacy or security of staff, clients or partners.
 - ii. Level 2, “Limited” – Sensitive information that may not be protected from public disclosure but is not made easily or readily available because it may jeopardize the privacy or security of staff, clients or partners.
 - iii. Level 3, “Restricted” – Sensitive information intended for limited business use that is typically exempt for disclosure because it will jeopardize the privacy or security of staff, clients or partners.
 - iv. Level 4, “Critical” – Extremely sensitive information, intended for use by named individuals only and exempt from disclosure because disclosure could cause major damage or injury, up to and including death to named individuals, staff, clients, partners or the agency.
 - B. Computers, laptops, monitors, and printers should have an agency sticker with the asset identification number.

- C. iPhone asset numbers can be found in the phone. Go to: Settings>General>About>Serial Number.
 - D. List any agency equipment not otherwise identified by the survey in the free text box at the end of the survey.
- c. Click “OK” to submit.
8. Individual reviews the [OHA Flexible Work Solutions Policy](#).
 9. Manager logs into their individual Workday account.
 10. Manager receives Workday notification of the submitted request to their inbox, identified as “Home Contact Change”.
 11. Manager selects from inbox “Home Contact Change”.
 12. Manager reviews staff responses for accuracy with the agreed to schedule.
 13. Manager reviews asset documentation and information classification for accuracy as to assigned tools and appropriate access requirements. To open the asset documentation, manager:
 - a. Goes to Workday home page and selects the application for “Manager Reports” (describe icon).
 - b. On the Manager Reports page, selects the tab for “Employee Reports”.
 - c. On the Employee Reports page, selects the report under Working Remotely, HRM|Survey Reports & Asset Tracking) for accuracy and chooses the appropriate option.
 14. Manager returns to submitted request in their inbox, identified as “Home Contact Change”.
 15. Manager approves the request or returns it to the individual for correction.
 - a. If manager selects “Approve”:
 - A. Workday moves to Approved screen.
 - B. Manager selects “Done” to move to the next message in the inbox.
 - b. If manager selects “Send Back”.
 - A. Manager completes free text box with the reason the request is being returned to the individual.
 - B. Manager selects “Submit”.
 - C. Manager selects “Done” to move to the next message in the inbox.
 16. If the manager sends the request back to the individual, the individual receives an inbox notification in Workday.
 17. Individual opens inbox message, “Home Contact Change”.
 - a. Individual scrolls to the bottom of the page to “View Comments” for requested changes.
 - b. Individual scrolls to the top and selects the pencil icon in the “Primary Address” field to edit.
 - c. Individual completes requested corrections.
 - d. Individual selects “Submit”.
 18. The individual and their manager complete steps four (4) through 20 until the manager can approve the remote work request in Workday.

References

[Working Remotely Job Aid](#)

OHA 010-023-01 Key Topics Related to Flexible Work Solutions, including Eligibility, Equipment and Reimbursement

[OHA 010-023-02 Updating Workday: Registering for Remote Work and Accessing Flexible Work Solutions](#)

[OHA 010-023-03 Updating Workday: Reviewing, Changing or Removing Remote Work Status, Updating Asset Lists](#)

OHA 010-023-04 Setting up the Home Office

OHA 010-023-05 Evaluating and Updating the Position Description for Flexible Work Solutions

OHA 010-023-06 Manager Tool: Appreciative Inquiry Exercise for Evaluating and Updating Position Descriptions for Flexible Work Solutions

OHA 010-023-07 Manager Tool: Best Practices for Supporting Flexible Work Solutions

OHA 010-023-08 OHA Remote Work Guide

OHA 010-023-09 Manager Tool: Working in a Different State – Topics to Consider

ODHS|OHA 010-023-10 Getting the Most Out of Your Home Network

Forms referenced

Related policies

[DAS Policy 107-004-050 Information Asset Classification](#)

[OHA 010-023 Flexible Work Solutions](#)

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