Troubleshooting Workday Sign-In Issues

Note: This is intended to be a living document, to be added to or modified as additional information is uncovered.

1. Does the worker exist in the tenant?
A Worker record for the individual must exist in the tenant. If the record does not exist, it is likely the individual's hire process has not been initiated or completed. Coordinate issues of this type with HR.

2. Does the worker have an ACE account?
An ACE account is necessary for logging in to Workday through the Okta application. The Okta application provides single sign-on services for organizations, and NSHE has determined that all normal signons will be done through Okta.

3. Verify the worker's ACE credentials.
OIT has set up a special link to test ACE credentials: https://ace.unlv.edu/workday

The worker should be able to enter her/his username and password in this form. If the credentials entered are not correct (e.g. the password is wrong) an error will display. If this is the case, coordinate with OIT to address the problem (e.g. with a password reset).
4. Okta problems?
If the above steps are verified, and the worker still cannot log in successfully, they may receive an error message like the screenshot below:

**Workday Sign In Error**

Invalid user name or password. please try again. Note: You may not be able to change or reset your password from Workday if your account uses a corporate password.

Please retry login here

This is a good indication that there is a problem with their Okta record, either in UNLV’s Otka database, or in NSHE’s.

A. Communicate with UNLV’s OIT Helpdesk. If done through email, send to “ithelp@unlv.edu” or call 702-895-0777. Both methods will create a work ticket that will be used to communicate and track completion of the request. UNLV’s Okta administrators can verify the status of a worker’s Okta record, and resolve problems if there are any.

B. If UNLV’s Okta record for the worker is valid, then submit a request to NSHE to “whitelist” the worker for the desired tenant. NSHE will include a record for the worker in its own Otka database. **Note:** NSHE whitelisting should only be necessary for non-production environments, such as the training or sandbox tenants. For the production environment, NSHE has indicated that whitelisting is not necessary.