



**Office of
Technology
Services**
OTS Training

Workday

Reference Guide

Table of Contents

Introduction	3
Obtaining Your Workday ID	3
Logging In	4
Setting up 2-Factor Authentication	5
OneLogin Protect.....	6
OneLogin SMS.....	8
Security Questions.....	9
Email.....	10
Changing or Setting Up Additional 2-Factor Authentication Methods.....	11
Viewing Your Benefits	12
Completing your Open Enrollment	12
Initiating a Life Event and Changing Benefits	17
Electing or Changing Benefits	19
Adding a Dependent	20
Appendix: Supporting Documentation for Qualifying Life Events	21
Appendix: Using the Workday Mobile App	21
Support	23



Introduction

Workday is a cloud-based application that is part of the Statewide Personnel System (SPS) used by the State of Maryland and Towson University that enables TU faculty and staff to manage their employee benefits online. Currently, you can view your enrolled benefits and your dependent information in Workday. Changes or new election of benefits can be made if you are a new hire, have a qualifying life event, or during the annual Open Enrollment period.

This reference manual will step you through the process of logging into Workday, navigating around the environment and managing your benefit package including viewing your current benefit choices and monthly costs, enrolling for the first time, or making changes due to a qualifying life event.

Obtaining Your Workday ID

After obtaining your Workday ID, please write it down. You will need it to log into Workday SPS system.

1. Open your preferred web browser and navigate to **inside.towson.edu**.
2. Select the **PeopleSoft HCM** tile.



Figure 1

3. Login with your **NetID** and **Password**. You will have to authenticate via Duo to be granted access to the system.
4. Once logged in, you will see your **Personal Data Summary**. Locate your **Benefits ID**. This is your Workday Benefits ID. You will need to remember this for all login attempts to Workday SPS.

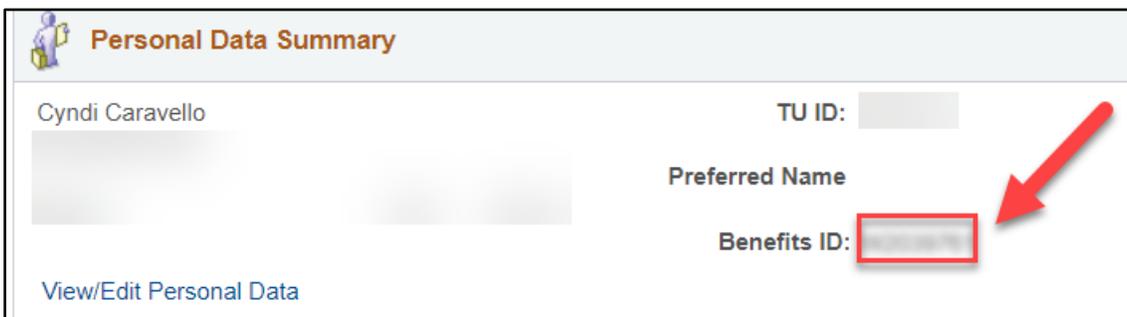


Figure 2

Logging In

1. From your favorite browser, type <https://stateofmaryland.onelogin.com>.

Note: Please save the above URL in your internet browser to quickly access.

2. The **Workday SPS** login screen will appear.
3. Enter your **Workday ID** under **Workday SPS ID** (as found in the previous section). If you wish, click the **Remember my username** check box.
4. Click **Continue**.

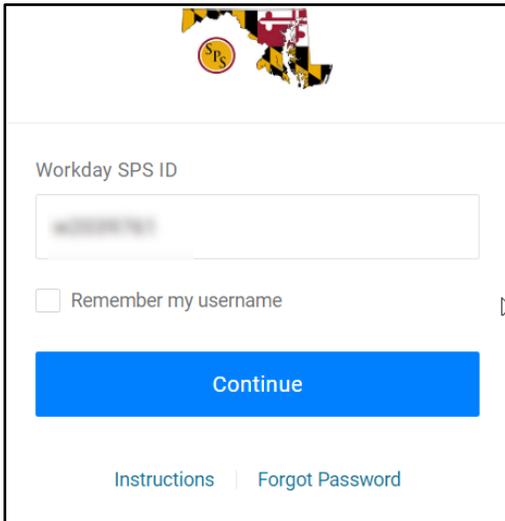


Figure 3

5. Enter the temporary **Password** required for the first login. The naming convention is as follows:
 - a. Capital first letter of first name
 - b. Lower case first letter of last name (Employees with hyphenated last names should use the first letter of the first last name if they have two last names separated by a hyphen)
 - c. 4-digit birth year
 - d. Last 4 digits of social security number
 - e. \$ [the special character above the 4 on your keyboard]

Example: Js19608567\$

Note: New Hires, you will receive an email with your temporary password within three weeks of starting at TU.

6. Click **Continue**.
7. You will be required to set up 2-factor authentication and then to change your temporary password.

Setting up 2-Factor Authentication

You must register at least one authentication method to access Workday. You can select any of the following Authentication Factors. Step by step instructions of each authentication method follows.

Note: It is recommended that you choose at least 2 authentication methods. After choosing an authentication method, instructions follow to set up an additional method or to change your existing method.

8. After entering your temporary password, you will be prompted to set up **2-factor authentication**. This is **required**. Click **Begin Setup**.

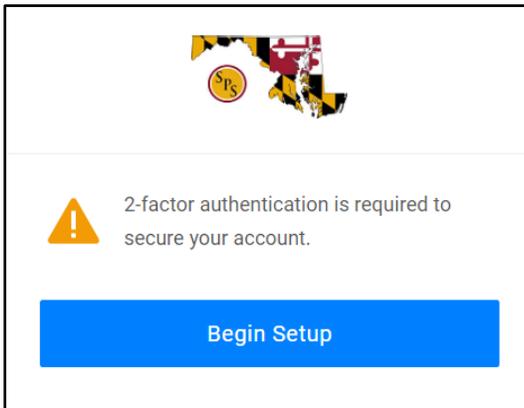


Figure 4

9. The **Select Authentication Factor** dialog box will appear. Choose one authentication factor – they are explained below.

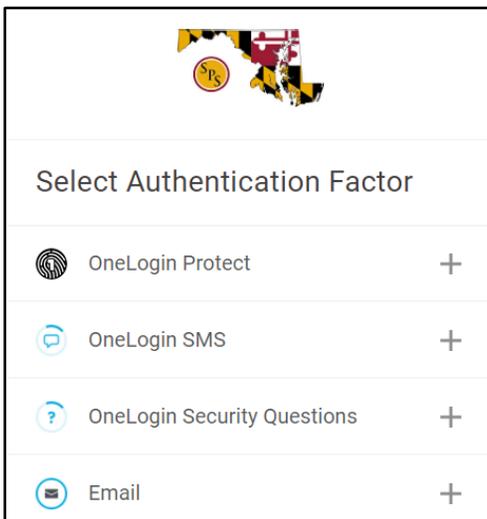


Figure 5

- **OneLogin Protect** – A mobile authenticator app that provides a one-time password.
- **OneLogin SMS** – A security code will be sent to your phone number in the form of a text message. You will be required to register your phone number.
- **OneLogin Security Questions** – You will be prompted to set up 3 security questions and answers.
- **Email** – You will receive an email with a 6-digit authentication code.

OneLogin Protect

OneLogin Protect for Google/iOS is a mobile authenticator app that provides a one-time-password (OTP) as a second authentication factor.

1. From the **Select Authentication Factor** dialog box, select **OneLogin Protect**. From the **OneLogin Protect** dialog box, click **Activate**.

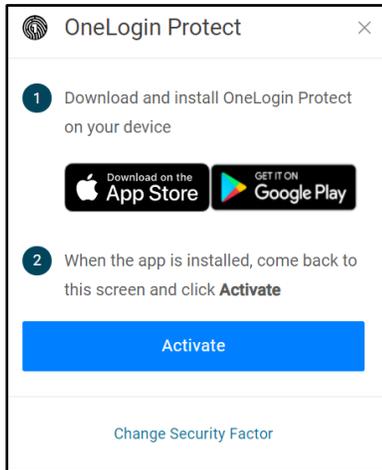


Figure 6

2. Download the app on your mobile device. Do this by launching the App Store or Google Play Store and search for **OneLogin Protect**. Install and launch it.
3. Tap the **+** sign in the upper right and corner of the app. You will be prompted for permission to use your camera.



Figure 7

4. Scan the **QR** code on your computer screen with your mobile device. A green check mark will appear over the code when successfully paired.

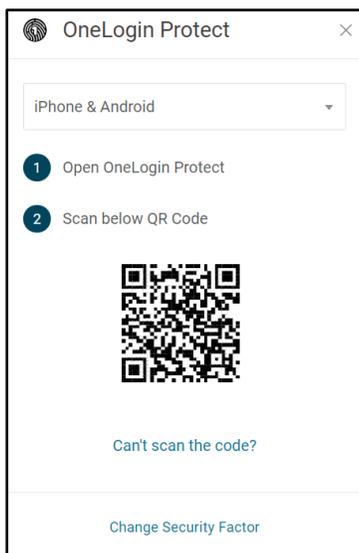
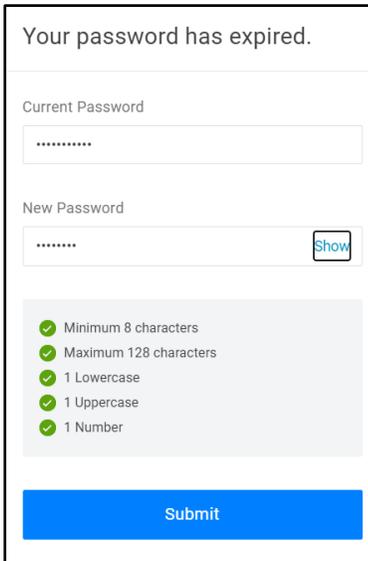


Figure 8

Note: If the code doesn't scan for you, click **Enter the code instead** in the app, and in your browser click on **Can't scan the code?** to receive a registration code.

5. Click **Accept** on the **Terms and Conditions** screen.
6. You will be prompted to change your temporary password. Enter your **Current Password** (temporary) and **New Password** in the **Your password has expired** dialog box and click **Submit**.



Your password has expired.

Current Password

.....

New Password

.....

- ✓ Minimum 8 characters
- ✓ Maximum 128 characters
- ✓ 1 Lowercase
- ✓ 1 Uppercase
- ✓ 1 Number

Figure 9

7. Click the **SPS Production** icon.

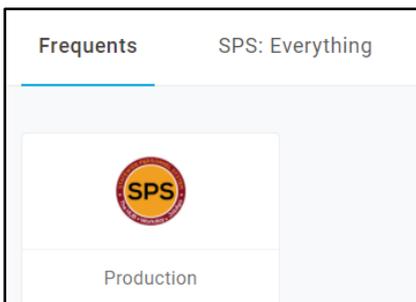
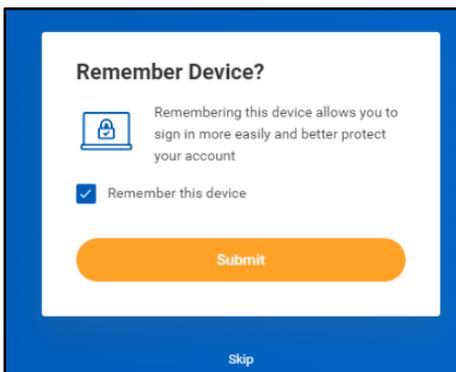


Figure 10

8. You will be asked to **Remember this device**. If you wish to do so, click the check box beside this option or you may click **Skip**.
9. Click **Submit**.



Remember Device?

 Remembering this device allows you to sign in more easily and better protect your account

Remember this device

Figure 11

OneLogin SMS

You may set up SMS (text message) security codes as an authentication factor. The user will be prompted upon login to register their phone number to use SMS text messaging as the authentication factor.

1. From the **Select Authentication Factor** dialog box, select **OneLogin SMS**.
2. When the dialog box appears, **Enter your phone number** and click **Continue**.

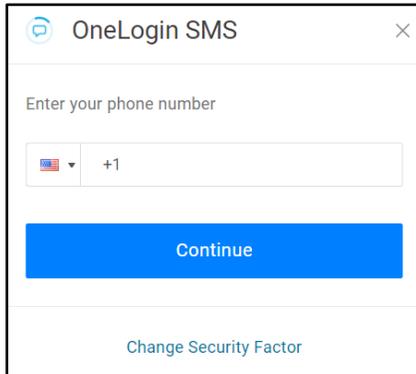


Figure 12

3. You will receive an SMS message from +1(410) 210-4546. Please enter the code from the SMS message in the **Enter your confirmation code** field. If you do not receive the SMS within 2 -3 minutes, or you think that the phone number you entered was entered incorrectly, click the **Try Again** button. That will take you to the previous screen where you can enter your phone number again.

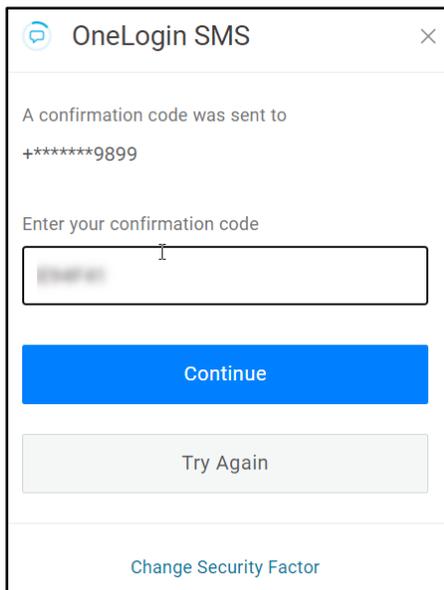


Figure 13

4. Click **Accept** on the Terms and Conditions screen.
5. You will be prompted to change your temporary password. Enter your **Current Password** (temporary) and **New Password** in the **Your password has expired** dialog box and click **Submit**.
6. Click the **SPS Production** icon.
7. You will be asked to **Remember this device**. If you wish to do so, click the check box beside this option or you may click **Skip**.
8. Click **Submit**.

Security Questions

Security questions are a form of authentication that end-users can use to verify their identity when they perform self-service password resets or multi-factor authentication. Security questions are not a very secure factor, since answers to standard security questions are easily found. We encourage you to choose other methods of authentication factors.

1. From the **Select Authentication Factor** dialog box, select **OneLogin Security Questions**. The **OneLogin Security Questions** dialog box will appear.

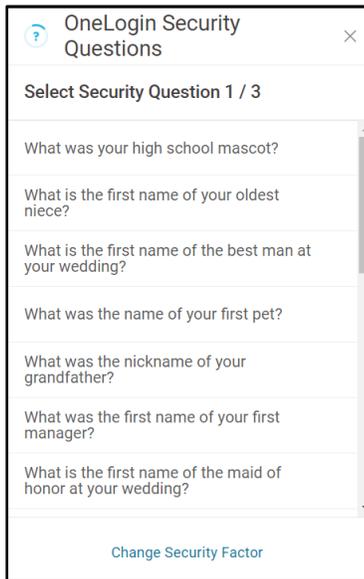


Figure 14

2. You must select 3 security questions and the answers to the security questions must be different. Select a question and fill in the answer in the dialog box that will appear and click **Continue**.

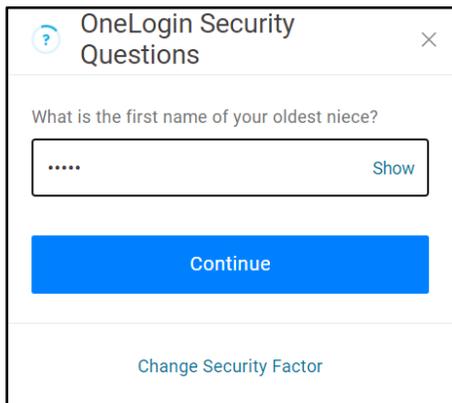


Figure 15

3. You will be prompted to repeat these steps for 2 additional questions. You must have 3 security questions.
4. Click **Accept** on the Terms and Conditions screen.
5. You will be prompted to change your temporary password. Enter your **Current Password** (temporary) and **New Password** in the **Your password has expired** dialog box and click **Submit**.
6. Click the **SPS Production** icon.
7. You will be asked to **Remember this device**. If you wish to do so, click the check box beside this option or you may click **Skip**.
8. Click **Submit**.

Email

OneLogin Email is an authentication factor that sends an email to a user to verify their identity during an authentication request. The user receives an email and is prompted to enter the 6 digit alphanumeric/numeric code they receive in the email.

1. From the **Select Authentication Factor** dialog box, select **Email**.
2. An **Email** dialog box will appear, and you will be prompted to **Enter your confirmation code** and click **Continue**.

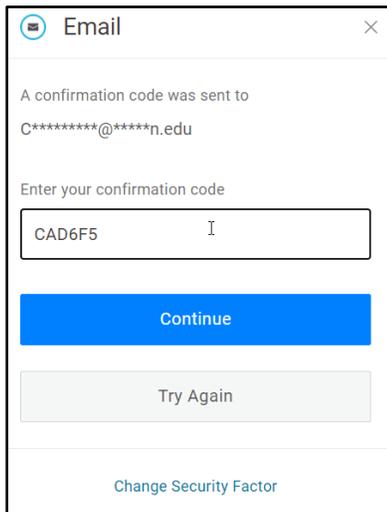


Figure 16

3. You will receive an email from **OneLogin** to your @towson.edu email account, with a unique code that you will need to enter in the confirmation box. Open the email and enter the security code in the **Enter your confirmation code** box.

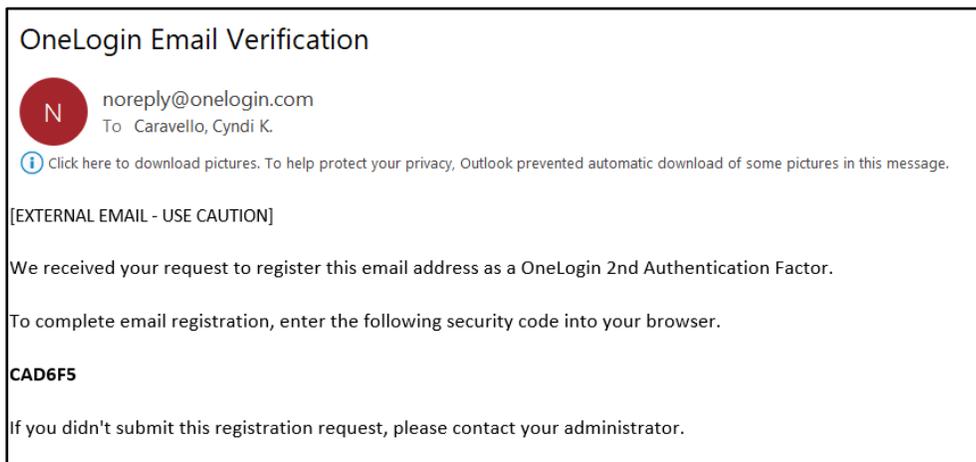


Figure 17

4. You will be prompted to change your temporary password. Enter your **Current Password** (temporary) and **New Password** in the **Your password has expired** dialog box and click **Submit**.
5. Click the **SPS Production** icon.
6. You will be asked to **Remember this device**. If you wish to do so, click the check box beside this option or you may click **Skip**.
7. Click **Submit**.

Changing or Setting Up Additional 2-Factor Authentication Methods

You may add an additional authentication method after making your initial selection. It is recommended that you set up at least 2 authentication methods. You may also change settings of chosen authentication methods.

1. From your favorite browser, type <https://stateofmaryland.onelogin.com>. The **Workday** login screen will appear.
2. Enter your **Workday SPS ID** and **Password**.
3. Click **Continue**.
4. You will have to authenticate using your chosen method.
5. Click your **user name** in the upper right hand corner of the **SPS** screen.

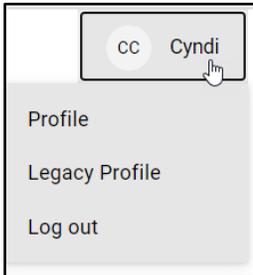


Figure 18

6. Click **Profile**.
7. Click **Security Factors**.



Figure 19

8. You may do the following:
 - a. **Add Factor** – Click this button and then choose which security factor you would like to add from the **Select Security Factor** dialog box. Follow the instructions above for detailed instructions on each factor.

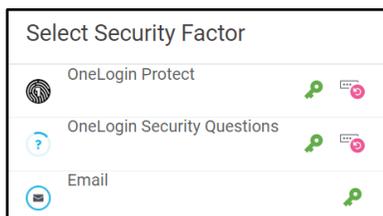


Figure 20

- b. **Change Options of Primary Factor**– Click the vertical lines beside the primary security factor (first factor in list). You have 3 options: **Edit name**, **Remove** or **Show Details**.
- c. **Change Primary Security Factor** – The top factor is the primary factor. Click the vertical lines beside a secondary factor. Click **Set as primary**.

Viewing Your Benefits

1. After logging in, click on the **Benefits** worklet in the **Applications** section.

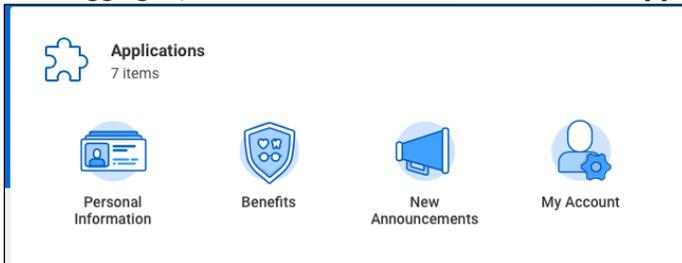


Figure 21

2. Scroll down to the **View** section and select **Benefit Elections**.
3. A list of all your benefit elections and dependents, along with associated monthly costs will appear.

Note: You cannot make any changes to Personal Information in this system.

Completing your Open Enrollment

All State of Maryland Employees/Retirees will have access to online Open Enrollment. Open Enrollment begins October 19, 2020. If you are not making any changes, your current coverage will rollover to 2021, EXCEPT for Flexible Spending Accounts. You must re-enroll in FSA each year.

4. Login to Workday (<https://stateofmaryland.onelogin.com>) with your Workday ID and passcode. You will be prompted to complete 2-factor authentication. Refer to the document titled [Workday: Logging-In and Setting Up 2-Factor Authentication](#) for complete instructions.
5. Click on the **SPS Workday** tile.

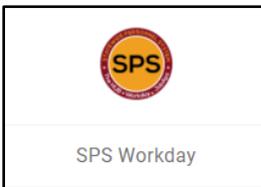


Figure 22

Note: You may have to click on **Remember this device**.

6. Click on **Benefits Open Enrollment**, in the **Announcements** section on the **Welcome** page. If you do not have a **Benefits Open Enrollment** link, please email openenrollment.edu.

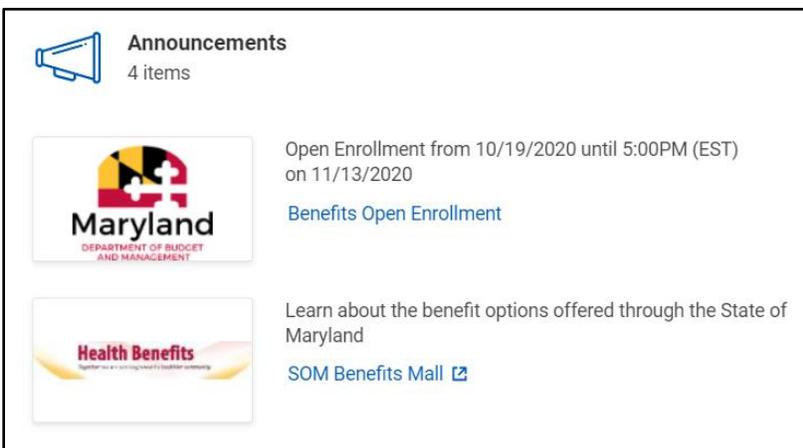


Figure 23

- Click the **Continue** button to go to the **Health Care and Accounts** screen to enroll or change your elections.



Figure 24

- Your current benefit elections are listed by category: Medical, Prescription, Dental, Healthcare FSA, Dependent Care FSA, Life Ins, etc. All elections from the previous plan year will populate EXCEPT the FSA. You can select the **Manage** or **Enroll** buttons to enroll or make changes to current elections.

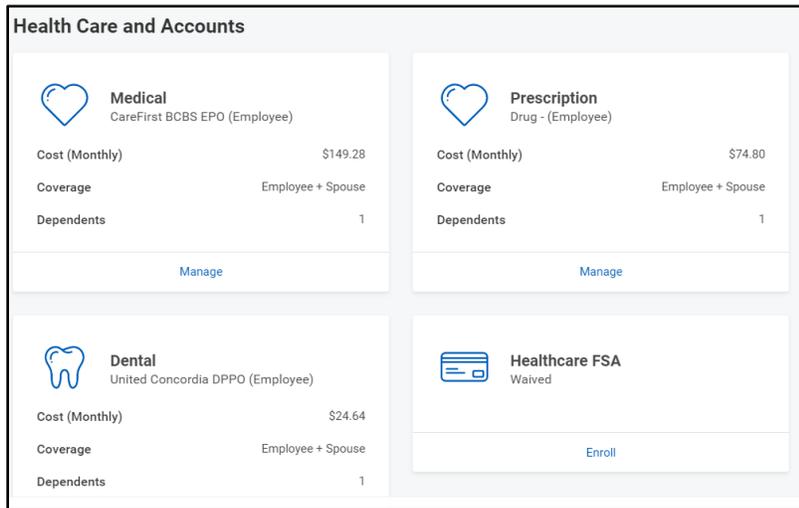


Figure 25

- In this example, we will click the **Manage** button in the **Medical** section. Click the **Select** button for the plan you want to elect.

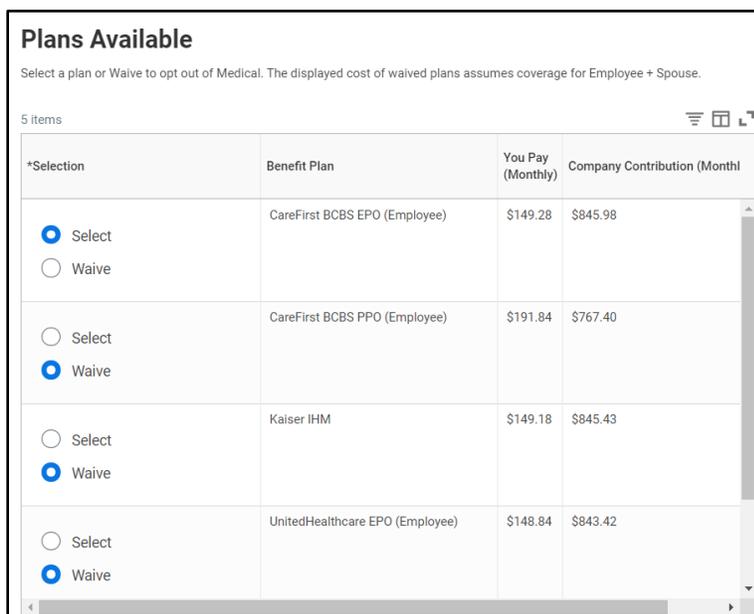


Figure 26

Note: You will only be able to select one of the plans. If you want to drop/remove coverage, click the **Waive** button.

10. Click the **Confirm and Continue** button to continue to select the dependents to be added to the plan, if applicable. You will not see the Dependents page if you selected to Waive coverage.
11. On the **Dependents** screen, check or uncheck the box beside each dependent you want to add or remove from the plan and then click the **Save** button.

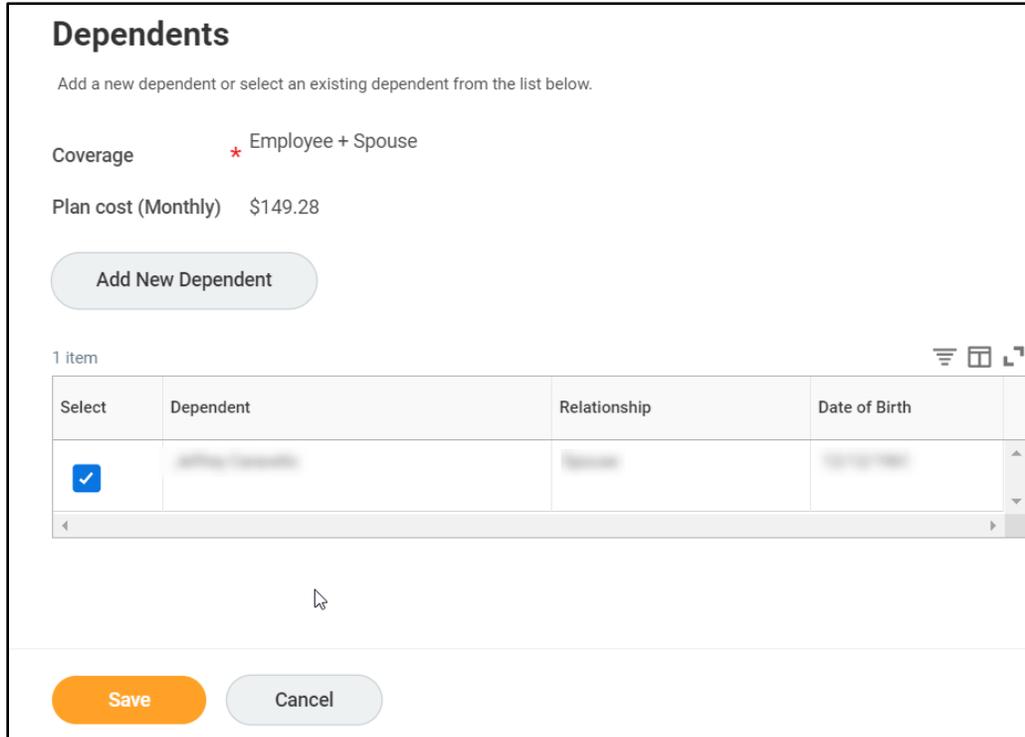


Figure 27

12. If you want to add a new dependent, click the **Add New Dependent** button. On the **Add my Dependent From Enrollment** page, you will see the REQUIRED supporting documentation for each dependent type. After clicking **OK**, proceed to enter all of the information for the new dependent including the SSN or ITIN, if the dependent has one. Then click **SAVE**. You will be returned to the **Dependents** page and will see your newly added dependent now displays and has been selected for coverage.
13. Add/attach the REQUIRED supporting documentation in the **Attachments** section of the Open Enrollment event.

Note: If you see a data issue with one of your current or newly added dependents (e.g., typo in Name or Date of Birth, Relationship, etc.), DO NOT attempt to correct by adding again as a new dependent. Proceed with elections with the current dependent data as listed and email openenrollment@towson.edu with the dependent data issue(s); The HR/Benefits team will assist with the correction.

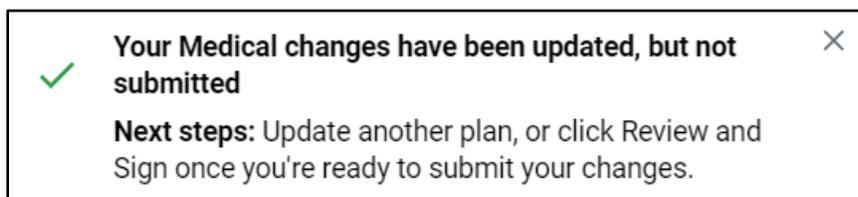


Figure 28

14. You will get a message that the changes have been updated but not submitted.

15. Proceed to update the other plans as desired and then click the **Review and Sign** button once you are ready to submit your changes.

Note: You can also click the **Save for Later** button if you want to return at a later time to finish the elections.

Disclaimer: If you do not finalize (Review and Sign and Submit) your open enrollment changes before the end of Open Enrollment, your elections/changes will not go into effect January 1, 2021. Your elections by default will remain the same as your current 2020 elections EXCEPT for FSA, which does not rollover.

16. On the **View Summary** page, you can do a final review of the Selected and Waived benefits. The total monthly cost displays at the top right of the screen and the plan monthly cost next to each plan.

Plan	Coverage Begin Date	Deduction Begin Date	Coverage	Dependents	Beneficiaries	Cost
Medical CareFirst BCBS EPO (Employee)	01/01/2018	01/01/2018	Employee + Spouse			\$149.28
Prescription Drug - (Employee)	01/01/2018	01/01/2018	Employee + Spouse			\$74.80
Dental United Concordia DPPO (Employee)	01/01/2018	01/01/2018	Employee + Spouse			\$24.64
Life Ins - Guaranteed MetLife (Employee)	01/01/2019	01/01/2019				\$7.40
Spouse Life	01/01/2019	01/01/2019				\$6.50

Figure 29

17. In the **Attachments** sections, you MUST attach required supporting documentation if you have added a new dependent(s). If you have not added any new dependent(s), no attachment/documentation is required. To attach a document(s), click the **Select files** button and then browse to find the files that need to be uploaded, select and attach.

Note: LEGIBLE photos of documents are acceptable. Use the **Upload** button to attach more than one document.

18. In the **Electronic Signature** section, click the checkbox beside **I Accept** to certify your elections.

I understand that if I willfully misrepresent my eligibility or the eligibility of my dependent(s) timely, or in any way obtain benefits to which I am not entitled, my benefits will be cancelled and I may face criminal investigation and prosecution.

By filing this form electronically for your enrollment elections you are consenting to submit electronically any way. Pursuant to Maryland Commercial Law Article § 21-106, where a law requires a legal effect merely because it is in electronic form.

I Accept

Submit
Save for Later
Cancel

Figure 30

19. Click the **Submit** button to submit your Open Enrollment elections on the **View Summary** page.
20. You will get a message that you have successfully enrolled in benefit elections. Click the **View 2021 Benefits Statement** button to view and print your benefits statement or click the **Done** button to finish.

Note: With changes to online open enrollment, you will no longer receive a printed Confirmation Statement. After printing, click the **Home** icon (the Workday logo) in the upper left-hand corner of the page to return to the **SPS Welcome page**.

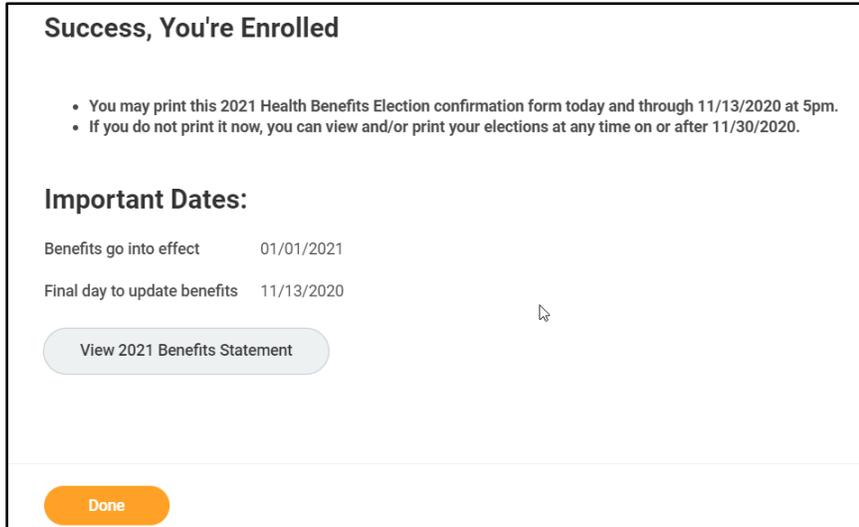


Figure 31

Note: You can make changes to your Open Enrollment elections anytime during the Open Enrollment period. Open Enrollment will close for election changes at 5:00 pm on November 13, 2020. To make election changes, return to the **Announcements** section on the **SPS Welcome page** and click the **Benefits Open Enrollment** link OR proceed to your **Benefits self-service** icon and click the **Change Open Enrollment** button at the bottom of the page in the **Current Cost** box.

Once Open Enrollment is closed at 5:00 pm on November 13, 2020, no more changes can be made to elections for January 1, 2021. If a new dependent has been added, the required supporting documentation **MUST** be submitted/ attached to your open enrollment event. **Any new dependent added with no or the incorrect documentation attached will be removed from coverage for January 1, 2021.** If you have any questions on the correct/required documentation, please review the **New Dependent Required Supporting Documentation** link on the **SPS Welcome** page in the **Announcements** section or email openrollment@towson.edu for assistance prior to submitting your open enrollment elections.

The Workday Mobile app can be used to view your benefits, but cannot be used for Open Enrollment.

Initiating a Life Event and Changing Benefits

You can only make a change to benefits outside of the Open Enrollment period if you have a qualifying life event. A qualifying life event includes, but is not limited to, the following: Birth/Adoption, Change in Dependent Status, Death, Divorce, Marriage, etc. The benefits Open Enrollment period takes place during the Fall of every year.

1. After logging in, click on the **Benefits** worklet in the **Applications** section.
2. Click **Benefits** in the **Change** section.



Figure 32

3. From the **Benefit Event Type** dropdown, select a **Qualifying Event**.

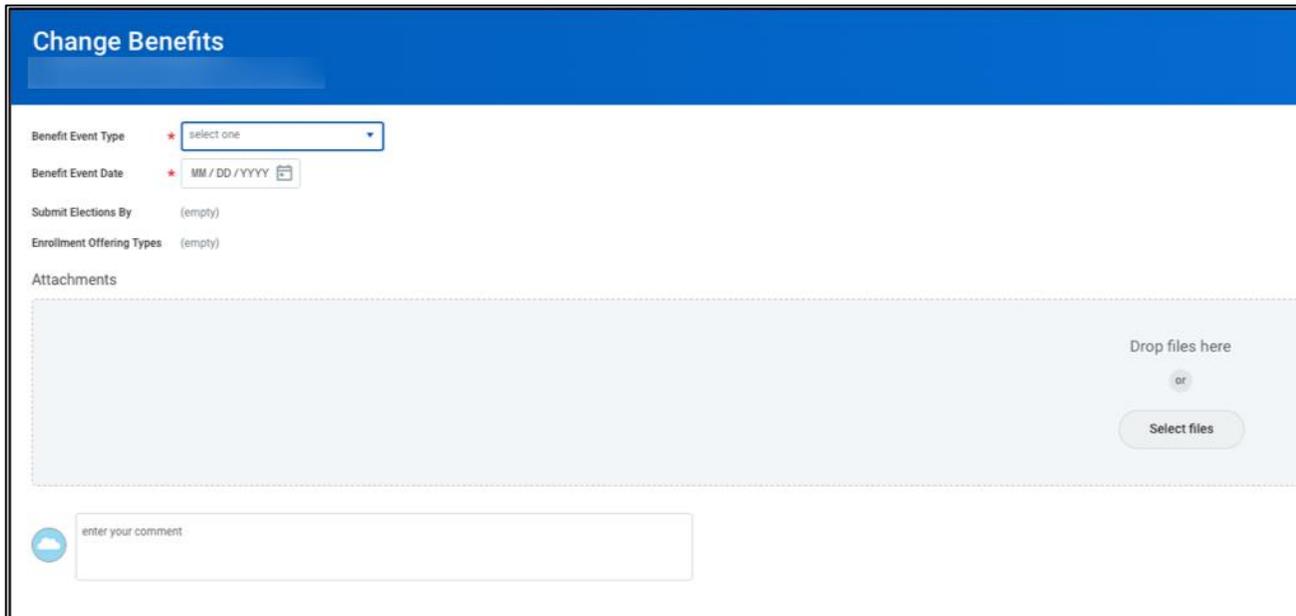


Figure 33

4. Enter a date in the **Benefit Event Date** field. **Note:** Changes must be made within 60 days of a qualifying event. You will see this date appear in the **Submit Elections By** section once you have entered a **Benefit Event Date**.

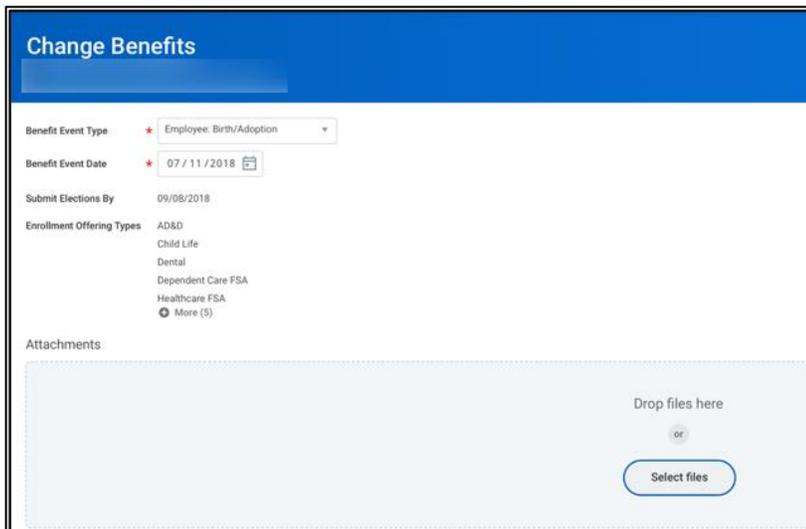


Figure 34

- Drop files or add attachments as supporting documents in the **Attachments** section. For a list of appropriate documentation, please see the table in the appendix to this guide.

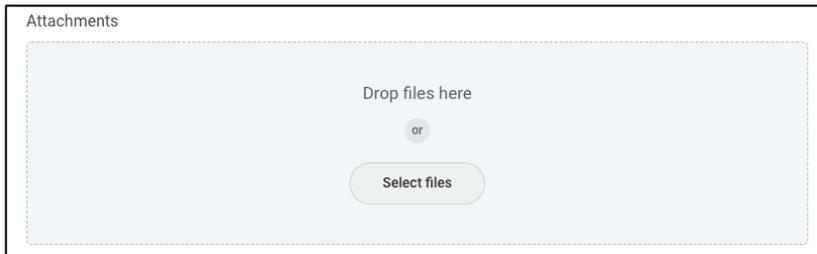


Figure 35

- Add any supporting comments in the **enter your comment** field and click **Submit**.

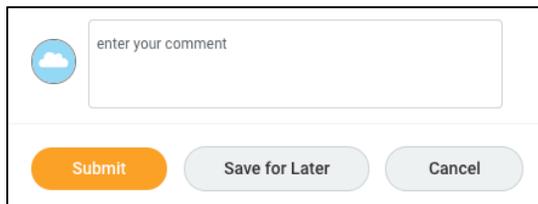


Figure 36

Note: Once you submit the qualifying life event and the supporting documentation, the information will be reviewed and approved by the Department of Budget and Management/Employee Benefits Division of the State of Maryland. You can expect to receive a task in your Workday Inbox within 48 hours, confirming that you can change your benefit elections, or that additional information is needed.

Electing or Changing Benefits

DISCLAIMER: The following steps were retrieved from the Job Aid provided by Department of Budget and Management/Employee Benefits Division of the State of Maryland. If you have any problems, please email the [Customer Service Unit](#) in the Office of Human Resources or call 410-704-2162.

1. Once an employee's event has been approved, a task will appear in the Workday portal (along with a notification via email).
2. Click the **Inbox** Icon to see the **Enroll** or **Change** task available to you.
3. Click **Continue**. You will be brought to the **Health Care Elections** page.
4. In the **Elect/Waive** column choose the Elect radio button for each of the benefit elections you desire.
5. When complete, click **Continue**.
6. The **Spending Account Elections** will now appear. **Note:** If you are temporary or contractual, this screen will not appear.
7. In the **Contributions** column, choose the amounts that you wish to elect. The **Supporting Information** column will give you Minimum and Maximum contributions allowed.
8. Click **Continue**. The **Insurance Elections** Page will appear.
9. In the **Elect/Waive** column, choose which Insurance plan you desire by selection the **Elect** radio button for each selection.
10. In the Coverage Level column, enter the amounts you desire for each insurance plan. The **Supporting Information** column will give you guidance toward the contributions allowed.
11. If elected, enter the names of dependents in the **Covers Dependents** column.
12. Click Continue.
13. On the **Benefit Elections Review** page, review your benefit elections and the total monthly cost for your benefit elections.
14. Click **Continue**. If you are a new hire, attach supporting - documentation for each dependent.
15. In the **Electronic Signature/Legal Notice/Dependent Attestation** screen, check the **I Agree** box, enter any comments.
16. When finished, click **Submit**.
17. On the next screen, click the **Print** button to print a summary of your benefit elections. Note: if you do not do this now, you will not be able to print anything until benefit elections have been confirmed by the State of Maryland.

Adding a Dependent

Use this procedure to add a dependent for benefits. Dependents can only be added to benefits when an enrollment event (i.e., New Hire Enrollment, Open Enrollment, Life Event Change) is being completed.

1. On the **Health Care Elections** page of **Change Benefits Elections**, select the item(s) to elect under health care elections.
2. Use the prompt icon in the **Enroll Dependents** field to enroll dependents for benefits.
3. To add a new dependent, select the **Add My Dependent From Enrollment** menu item.
4. In the **Add My Dependent From Enrollment** screen choose the **No** radio button for each selection. Note: These options exist for employees outside of the University System.
5. Click **OK**.
6. Complete each of the fields for your new dependent.
7. In the **National ID's** section click the **Add** button
8. Choose the **Country of Nationality** and then select the **National ID Type** (Social Security Number or Tax Identification Number)
9. In the **Identification#** field, enter the number assigned to the dependent. **Note:** Most newborn dependents will not have a Social Security Number assigned. You will not need to enter a number in this field, but you will be prompted for a reason on a later screen.
10. When all fields are complete, click **OK**.

Appendix: Supporting Documentation for Qualifying Life Events

Appendix: Using the Workday Mobile App

1. From the App Store on your mobile device, search for **Workday**.

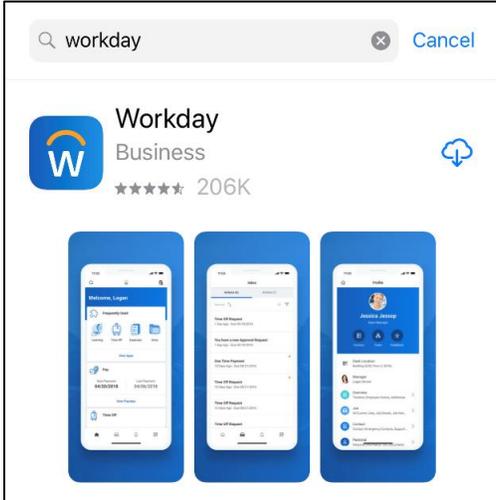


Figure 37

2. Download the App and launch it.
3. Accept the Terms and Conditions.

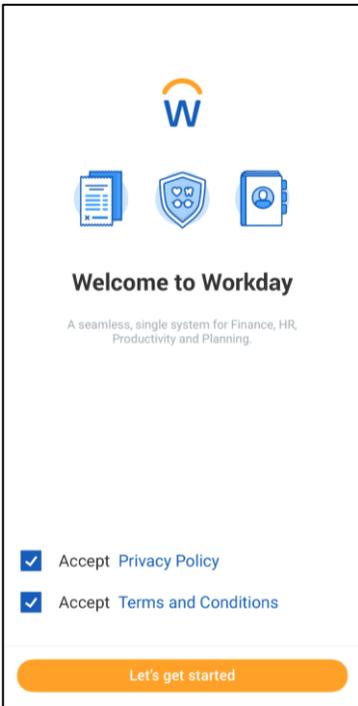


Figure 38

- On the screen asking for the name of the company you work for, select the gear icon in the top left corner of the screen. The settings screen will appear.

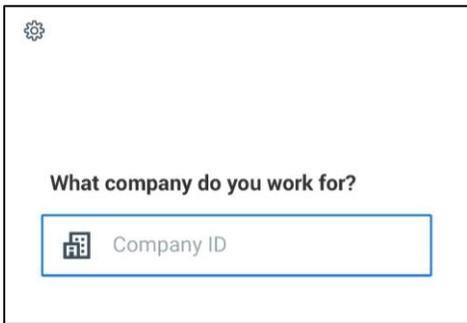


Figure 39

- On the settings screen enter **stateofmaryland** in the **Tenant** field and change the web address to <https://wd5.myworkday.com>

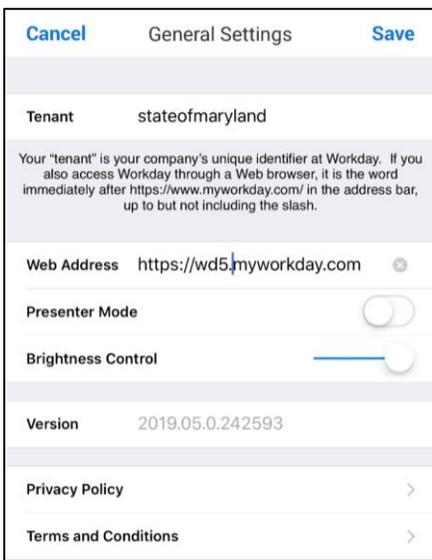


Figure 40

- Tap **Save**. You will be brought to the sign in screen.
- Log in with your **Workday Benefits ID** and password. You will be prompted for 2-factor authentication.
- You will be prompted to enter a six-digit pin code to make the login process easier. When complete, you will be brought to the main dashboard.

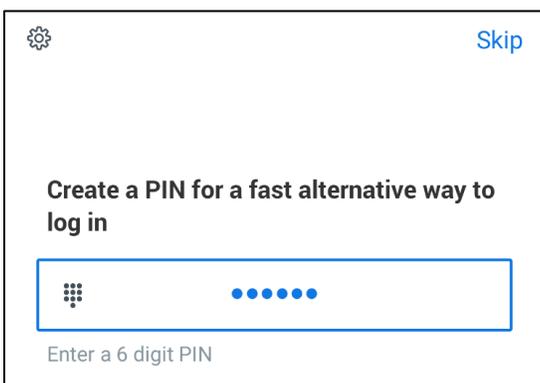


Figure 41

Support

For technical assistance about your password or login issues with Workday, email TU_HRIS@towson.edu. For other questions, email the [Customer Service Unit](#) in the Office of Human Resources or call 410-704-2162.