

## Troubleshooting Tips – Workday Clock-in Issues

### General Guidelines for Check-in to Workday

- **CHECK-IN:** Check in for the day. *(Formerly Clock-in in Paycom.)*
- **MEAL START:** Check out for lunch. *(This is 'Meal' in mobile app.)*
- **MEAL STOP:** Check in from lunch. *(This is 'Check Back In' in mobile app.)*
- **CHECK OUT:** Check out for the day. *(Formerly Clock-out in Paycom.)*
- **The time clock chip is located behind the employee's picture on the badge, not the barcode.** Make sure to scan your picture over the time clock scanner.
- **Use the same check-in method all day. DO NOT CHECK IN TO BOTH TIME CHECK AND MOBILE APP ON THE SAME DAY.** This will create errors and bad data that may require corrections.
- **Select 'Meal Start' and 'Meal Stop' for lunch breaks.** If you accidentally 'Check Out' at lunch, simply 'Check In' when you return.

### Check in for Mobile

- **Always start with Check In.** When recording time in the Workday Mobile App, you will always begin by clicking the 'Check In' button. After that, you will see the next available option (Check In, Meal, Check Back In, or Check Out).
- **Wi-Fi restrictions apply only to Shop employees.** NonShop (Office) employees do not need to connect to the company wi-fi to check in.
- **Disable VPN.** If you are using a VPN on your mobile phone, disable it. Close the Workday app. Connect to the company Wi-Fi. Open the Workday app. The 'Check In' option should now be visible.
- **Open the app after joining Wi-Fi.** If the Workday app was open on your phone before connecting the company Wi-Fi, you may need to close and reopen the app to refresh the app.
- **Close and reopen the app.** Unexpected app behavior, like flashing app screen or glitchy reactions, are often resolved by closing and reopening the app.

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### Error Messages

- **Invalid badge (time clock):** This indicates a problem with badge coding. Please report the issue to [Workday@aaon.com](mailto:Workday@aaon.com).
- **The task submitted is not authorized (mobile app):** This error typically occurs when you've already performed the task on the time clock. For example, you cannot check-in on the mobile app if you have already checked in on a time clock.
- **Something went wrong (mobile app):** Refresh the page (pull down on screen) and try again. Close the app and reopen and try again.

### Manual Check In Process (Time Clocks)

If, for any reason, you are unable to badge in at your time clock, please use the mobile app to clock in or use the following manual entry process on the time clocks:

- **For all locations except Redmond:** Use the prefix '110' followed by your six-digit employee ID. For example, if the employee ID is 123456, enter '110123456'. If the employee number is less than six digits, enter the prefix '110' followed by the employee number with leading zeros to make it six digits in total. For example, employee ID '123' would be entered as '110000123'.
- **For Redmond employees:** Use the prefix '11300' plus the last four digits of your employee id. For example, if the last four digits of your employee ID is 1234, enter '113001234'. If your employee number is only 3 digits, add an extra '0' Example: Employee ID 123 would be entered as '113000123'.

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### Time Clock

- **“Invalid badge” error message:** This indicates a problem with badge coding. Please report the issue to [Workday@aaon.com](mailto:Workday@aaon.com) and follow the manual check in process.
- **Wrong worker information displayed:** Please report this issue to [Workday@aaon.com](mailto:Workday@aaon.com) and inform your supervisor.
- **Can’t submit Punch Change Request:** Punch Changes are called Timecard Corrections in Workday. Employees do not submit Timecard Corrections in Workday. Managers are responsible for entering, submitting, and approving Timecard Corrections in Workday.
- **Selected Check Out at lunch instead of Meal Start:** If you selected ‘Check Out’ at lunch instead of ‘Meal Start’, do a ‘Check In’ when you return from lunch.
- **Forgot to Check Out of previous shift:** If you forgot to check out of your shift, notify your manager so they can complete a timecard correction.
- **Check-in on Time Clock and Mobile App:** Only use ONE check method in the same day/shift. Using different check methods in the same day/shift creates errors and bad data that have to be corrected.
  - If you checked in on a time clock and the mobile app in the same day, notify your manager [Workday@aaon.com](mailto:Workday@aaon.com).
- **Check in on Time Clock but not seeing it on Mobile App:** There is a synchronization delay between the time clocks and the Workday application. **DO NOT CHECK IN MULTIPLE TIMES.** This will create errors and bad data that may require corrections.

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- **Pointed for Early Check out / No Show:** Checking out at a meal break instead of selecting the 'Meal Start' (time clock) or 'Meal' (app) option could result in points being assigned for Early Check out or No Show. This most commonly occurs during overnight shift.
- **Overnight Shift Lunch:** Overnight shift employees should try to have their entire lunch break either before or after midnight to avoid points being added. If your lunch break crosses midnight, from one day to another, notify your leader so they can remove any points that may have been added.

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### Workday Mobile App

- **“The task submitted is not authorized” error message:** This error typically occurs when you’ve already performed the task on the time clock. For example, you cannot check-in on the mobile app if you have already checked in on a time clock.
- **“Something went wrong” error message:** Refresh the page (pull down on screen) and try again. Close the app and reopen and try again.
- **Don’t see option to Check In:** If you are a Shop employee, check to see you are connected to the company Guest Wi-Fi. If you are a NonShop (Office) employee, check with your manager or contact [Workday@aaon.com](mailto:Workday@aaon.com).

### I used Workday at another company and can’t clock in.

You will need to logout of Workday and login again using the ‘aaon’ Organization ID.