

Troubleshooting Tips – Workday Login Issues

If you are having trouble logging in to Workday, follow this step-by-step troubleshooting guide to resolve the most common issues.

Troubleshooting Steps

- 1. Make sure you are using the correct link to access Workday.** Double-check the URL for any typos or errors.
<https://wd108.myworkday.com/aaon/login.html>
- 2. Check your Username and Password are entered correctly.** Ensure that there are no extra spaces before or after your credentials, and that your Caps Lock key is not accidentally enabled.
- 3. Reset Your Password.** If you forgot your password or get locked out from too many attempts, try resetting your password.
 - From the Login page: Select 'Forgot Your Password?' and follow the instructions.
 - Single Sign-On (SSO) users: Select 'Password Reset' on TeamHub and follow the instructions.

Still Having Trouble?

If none of the above steps solve your login issues, please contact the Workday support team at Workday@aaon.com and include a description of the problem, any error messages you received, and your contact information.

Tips for Success

- Use a supported web browser (such as Chrome, Edge, or Firefox).
- Clear your browser's cache and cookies if you experience persistent issues.
- Ensure your internet connection is stable.

Troubleshooting Tips – Workday Mobile App Login Issues

If you are having trouble logging in to Workday, try these steps to resolve the most common issues.

Troubleshooting Steps

- **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.

Authenticator app is asking for a QR code or passkey.

If you are asked for QR code or passkey, follow these steps:

- Open Okta on your phone, click "add Account", select "Organization", then "Skip" then scan the QR code on the screen.

All Okta multi-factor authentication issues

Please contact the IT Help Desk at helpdesk@aaon.com for further assistance.

Still Having Trouble?

If none of the above steps solve your login issues, please contact the Workday support team at Workday@aaon.com and include a description of the problem, any error messages you received, and your contact information.



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Did not receive login instructions

If you did not receive an email from Workday@aaon.com with your login instructions, check your Spam or Junk folder. If you still cannot find the email, please contact Workday@aaon.com with your name, employee ID, and email address.

I've been locked out of my account.

If you have attempted to login unsuccessfully multiple times (usually 3-5 attempts), wait 15-30 minutes and try again. If that does not work, try the steps below.

- Reset your password: If you forgot your password or get locked out from too many attempts, try resetting your password.
 - From the Login page: Select 'Forgot Your Password?' and follow the instructions.
 - Single Sign-On (SSO) users: Select 'Password Reset' on TeamHub and follow the instructions.

Where do I find the security code to reset my password?

The security code for password reset will be sent the email address associated with your Workday account unless you setup a different security verification method (such as SMS verification).

I can't access the email that the security code was sent to.

Please contact Workday@aaon.com for further assistance.



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I used Workday at another company and can't login.

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