



# HR LIAISON NETWORK NEWS

February 7, 2018 | **SPECIAL NETWORK NEWS MESSAGE**

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## **Workday@tamu.edu Now in a Ticketing System**

As mentioned during the last Workday Forum, we were looking at transitioning the workday@tamu.edu mailbox to a ticketing system to help improve management and response time of Workday inquiries. We are pleased to announce the transition took place this past week! As a reminder, please send Workday related inquiries to [workday@tamu.edu](mailto:workday@tamu.edu). And, do not email or copy other HROE and Payroll staff as this may delay a response.

IMPORTANT: Encumbrance inquiries should be directed to [FAMIShelp@tamus.edu](mailto:FAMIShelp@tamus.edu) and NOT [workday@tamu.edu](mailto:workday@tamu.edu).

## **Attachment Feature in Workday**

We have received a number of inquiries related to the use of the document attachment feature in Workday. HROE's recommendation had been to discourage the use of this feature, as we had received instruction indicating that attachments became a permanent part of the employee record and could not be deleted (record retention implications). In addition, we were advised that there could be some issues related to the visibility of the attachments (who is able to see the documents once they become a part of someone's record). As of today, we have sought clarification and guidance from the Workday Services Team. We will follow up with further instructions through the HR Liaison Network News on how we intend to proceed.

Please do not submit any additional inquiries related to this topic to workday@tamu.edu. We appreciate your patience and understanding.



Division of Human Resources  
& Organizational Effectiveness

**QUESTIONS?** [HRnetwork@tamu.edu](mailto:HRnetwork@tamu.edu) | 979.862.3854 | 979.845.4141

The HR Liaison Network comprises approximately 300 employees who have been designated by their department head to perform HR functions within the department. As partners of the Human Resources organization, HR Liaisons play an important role — from creating a welcoming environment for new hires to maintaining workplace unity while supporting employees and management. Learn more at: [employees.tamu.edu/liasons](http://employees.tamu.edu/liasons)

**Workday  
Open Forum**  
Wed, February 21  
GSC 101 | 10:00am  
[Register Here](#)