






## Workday Browser Support Policy

Workday supports a specific set of internet browsers as outlined in this document. Workday tests its products on all of the latest versions of each supported browser. Workday may not work correctly with beta or pre-release browser versions, and use of these versions is not recommended.

Running Workday within multiple browser tabs can cause performance concerns.

*All Workday supported browser updates are automatic.*

Browser	Desktop (Desktops, Laptops)	Mobile (Tablets, Handsets)	Screen Reader
	<ul style="list-style-type: none"> <li>• Latest Release</li> </ul>	<ul style="list-style-type: none"> <li>• Latest Release</li> </ul>	<ul style="list-style-type: none"> <li>• Jaws (Recommended)</li> <li>• NVDA</li> <li>• Talkback (Mobile)</li> <li>• VoiceOver (Mobile)</li> </ul>
 Mozilla® Firefox + Mozilla® Firefox ESR	<ul style="list-style-type: none"> <li>• Latest Release</li> </ul>	<ul style="list-style-type: none"> <li>• Not Supported</li> </ul>	<ul style="list-style-type: none"> <li>• NVDA (Recommended)</li> <li>• Jaws</li> <li>• Mobile - Not Supported</li> </ul>
 Microsoft® Edge	<ul style="list-style-type: none"> <li>• Latest Release</li> <li>• Running Edge in “IE Mode” is not supported</li> <li>• Edge Legacy is not supported</li> </ul>	<ul style="list-style-type: none"> <li>• Not Supported</li> </ul>	<ul style="list-style-type: none"> <li>• Jaws (Recommended)</li> <li>• NVDA</li> <li>• Mobile - Not Supported</li> </ul>
 Safari®	<ul style="list-style-type: none"> <li>• Latest Release supported on MacOS</li> <li>• Safari for windows is not supported</li> </ul>	<ul style="list-style-type: none"> <li>• Latest Release</li> </ul>	<ul style="list-style-type: none"> <li>• VoiceOver</li> <li>• VoiceOver (Mobile)</li> </ul>
	<ul style="list-style-type: none"> <li>• Latest Release</li> </ul>	<ul style="list-style-type: none"> <li>• Not Supported</li> </ul>	<ul style="list-style-type: none"> <li>• Jaws</li> <li>• NVDA</li> <li>• Mobile - Not Supported</li> </ul>

## Oregon Job Opportunities External Site

Workday’s recruitment functionality, through its External Career Site, is compatible with Google® Chrome, Mozilla® Firefox, Microsoft® Edge, and Apple® Safari (MacOS only). Users are encouraged to access tablet and mobile versions, of Workday, through the free Workday App available on Mac and Android operating systems.

## Workday Tips for Agency Service Desks

**Designated agency Workday support will serve as the primary Help Desk for all employees' Workday needs.** In the event an employee reaches out to your agency help desk and field tech personnel first, please refer to the following tip sheets for further triaging end user inquiries if they do not appear to stem from a connectivity issue within your network.

If the end user is having trouble accessing the Workday application, below are some suggested steps for determining the issue:

- ✓ Please check here for any notifications regarding Workday availability – <https://www.oregon.gov/das/hr/pages/workday.aspx>
  
- 1. Ensure that the end user's computer or mobile device is functioning properly, connected to the network, and able to access other applications on the network. If not, please follow your agency's escalation process.
  
- 2. Ensure that the browser and browser version is supported by Workday. A current list is provided above.
  
- 3. Ensure that the browser is pointed to <https://wd5.myworkday.com/oregon/login.html>.
  
- 4. If the steps above do not result in access to Workday, please contact the agency HR Office. Contact information can be found at <https://www.oregon.gov/das/HR/Pages/wd-helpdesk.aspx>.
  
- ∅ For Workday application login **password** changes or resets, please have the Workday end user follow the procedure within the Workday application.
  
- ∅ Users will find videos, job aids and quick reference guides that may answer their Workday questions on the Workday website: <https://www.oregon.gov/das/hr/pages/workday.aspx#>