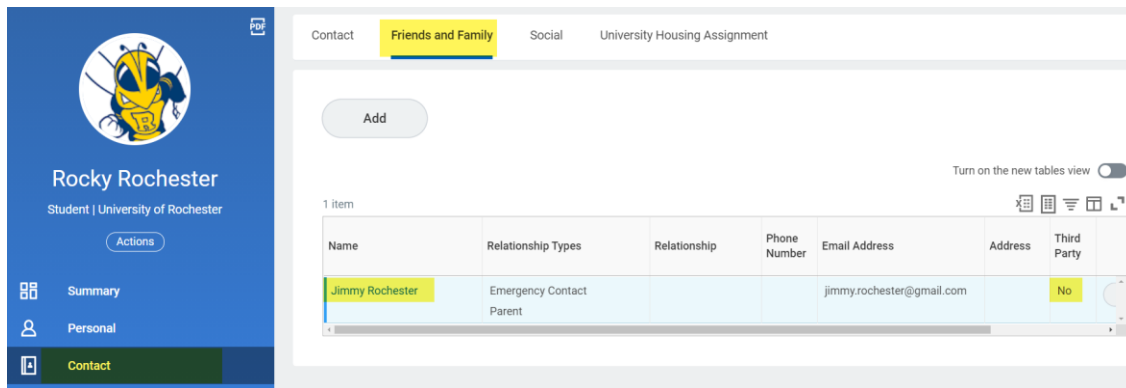


How to troubleshoot common issues

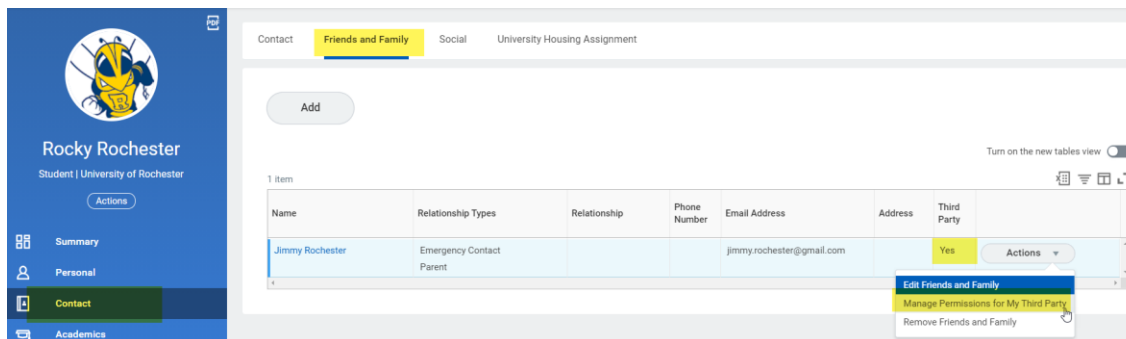
I did not receive an email from University of Rochester (Workday) to activate my account?

This error typically occurs because your student did not successfully complete the setup required to grant you access to the system on their behalf. A **Quick Reference Card (QRC)** is available for your student [here](#). An overview of the information on the card is described below.

Your student needs to set you up as a **Friends and Family** member in their **Contact** tab, and indicate you will function as a **Third Party**.



After setting you up as a **Third Party**, your student must grant you authorization to access their account by processing the FERPA authorization waiver. They should access the **Manage Permissions for My Third Party** task shown below, and complete all of the steps that follow to grant you permission. They must select **Make a Payment**, **View Account Activity** and **View Student Statement** to give you full access. They can also grant you access to see the courses they are enrolled in.



It is also critical that your student enter your email address correctly on your Friends & Family record!

Third Party Proxy Help Guide

Name	Relationship Types	Relationship	Phone Number	Email Address	Address	Third Party
Jimmy Rochester	Emergency Contact Parent			jimmy.rochester@gmail.com		Yes

Once your student completes these tasks, you should receive the two emails in a short period of time.

My student completed the setup successfully, but I still did not receive an email from University of Rochester (Workday) to activate my account?

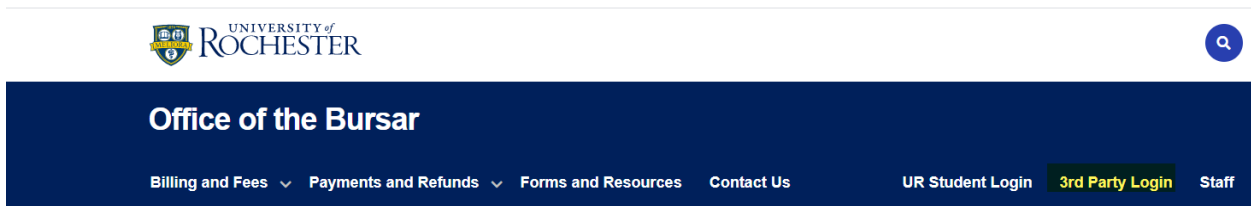
Check the Spam folder or the Junk Mail folder in your email inbox to be sure that the emails were not routed there. You might want to authorize the @myworkday.com domain within your email setup so that you will receive all future messages.

I need to know the correct location to access the system.

The third party login link is different than the link students use to log in. You can access the system as a third party at the link below.

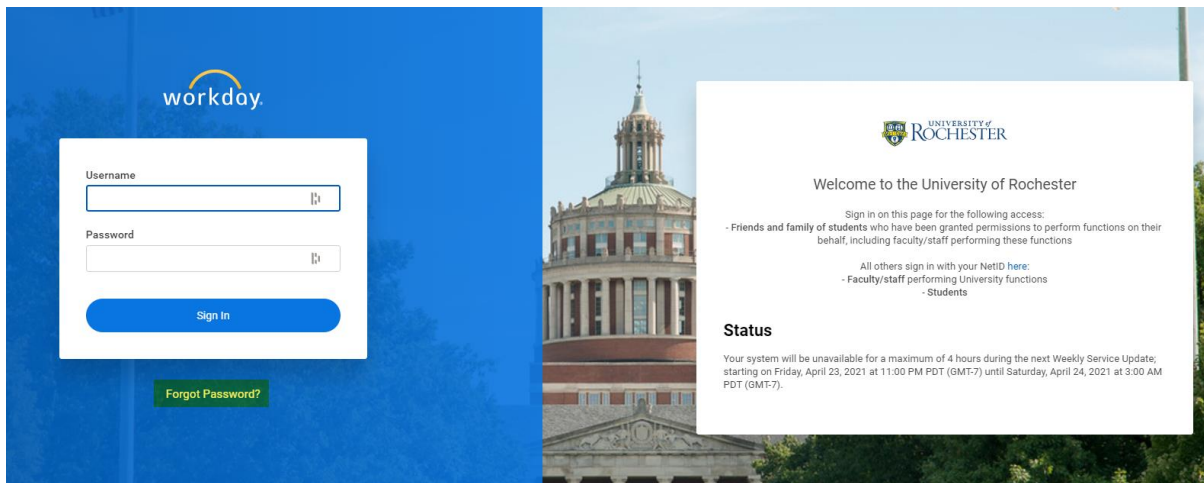
<https://wd5.myworkday.com/rochester/d/home.html?redirect=n>

This link is also available on the University of Rochester Bursar's web page under 3rd Party Login



I don't remember my password?

Use the Forgot Password link on the login page to reset your password.



I did not set up multifactor authentication and now I don't know how.

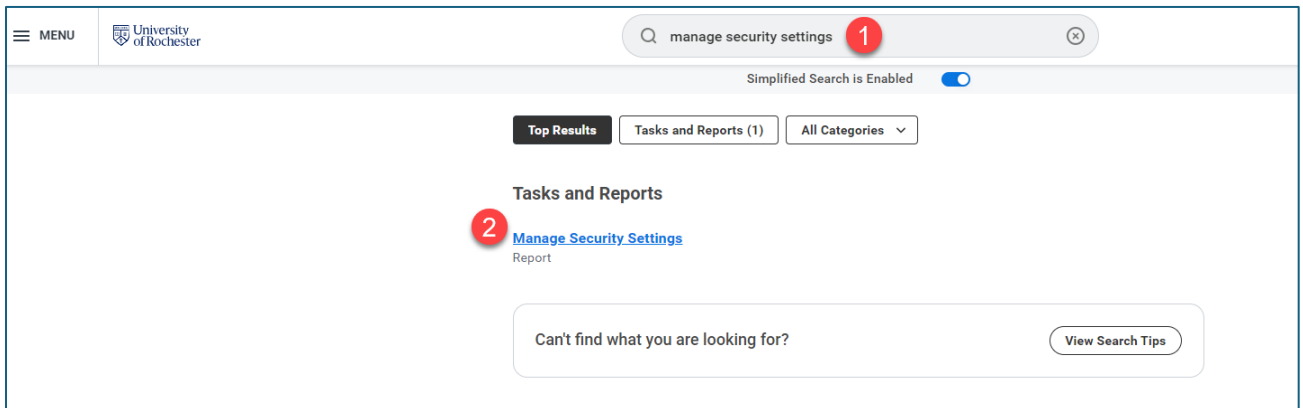
After your third login attempt, you are required to set up multifactor authentication before accessing your Workday account. Please follow the instructions starting at “Multifactor Authentication” in the **Complete the steps in email to activate your access to your student's account (first time only)** section of this webpage to learn how to setup multifactor authentication.

I did not set up an authenticator app when I established my email authentication. How do I set up an authenticator app after-the-fact?

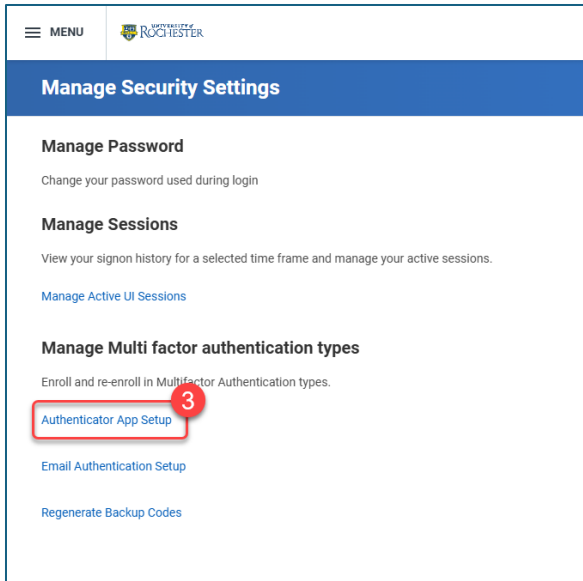
Ensure that you have an authenticator app downloaded to your device. If you do not, please refer to the **Authenticator App Setup** area of the **Complete the steps in email to activate your access to your student's account (first time only)** section of the website for details, then follow these steps below or continue the steps under the **Authenticator App Setup** area.

Log in to your Workday Account using the Email Authentication method as described in **Login to UR Student to view your student's account** section, then:

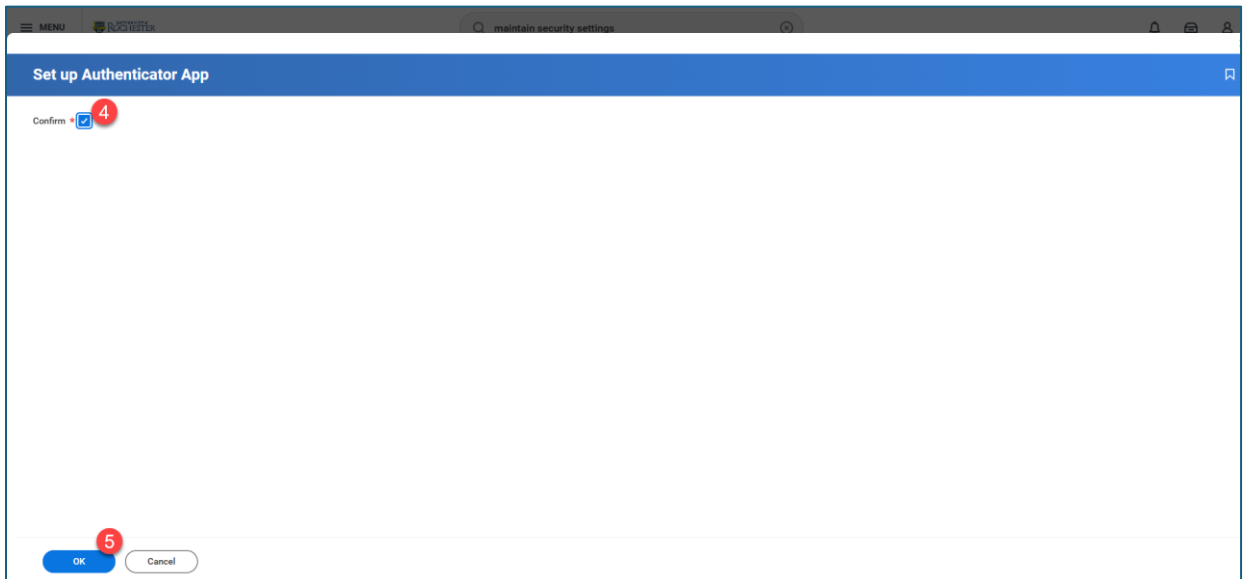
1. In the global search bar, type *Maintain Security Settings*.
2. Click on the **Manage Security Settings** link provided in the search results. HINT: If the search does not return the pictured result, toggle off the “Simplified Search is Enable Button” just under the Search Bar (the default setting is for it to be turned on).



3. Click the “Authenticator App Setup” link under *Manage Multi factor authentication types*.



4. Check the “Confirm” box
5. Click “OK”



6. Use your authenticator app to scan the QR code
7. Enter the 6-digit passcode provided by the app into the *Security Code* field

8. Click “OK”

Set up Authenticator App

A security code, supplied by your organization's approved Authenticator App, is required to sign in to Workday. Ensure that the app is installed on your mobile device.

Configure Authenticator App

Simply scan the QR code below OR enter the Secret Key and Account into your authenticator app.

6

Example.
Do Not
Scan.

Auth Secret Key 1AB2C3D4E5F6G7H8

Account Workday

Confirm Security Code

Enter the 6-digit security code from your authenticator app to continue.

Security Code 123456 7

8 OK Cancel

Your ability to use the Authenticator App for sign on will take effect for your next sign on.

9. Save your Backup Codes in a safe place by clicking either the Excel or PDF download icon and then save in a secure folder on your computer. These codes can be used as a backup in the event you do not have your device on hand to use your Authenticator App. They can only be used once each.
10. Click “Done.” (Note that if you set up email authentication first, you will have two options for authentication the next time you sign on.)

Set up Authenticator App Successfully Completed!

Your account is now set to use Authenticator App for signon. If configured by your administrator, this will take effect for your next signon.

Keep these backup codes somewhere safe but accessible. You can use each backup code once.

6 Items

Backup Code
123456
123456
123456
123456
123456
123456

9

10 Done Cancel

I did not set up email authentication when I established my authenticator app. How do I set up email authentication after-the-fact?

If you wish to set up an authenticator app after-the-fact, you will need ask your student to submit a request to the IT Helpdesk for an Authenticator App reset. This will allow you to set up Email Authentication and will require you to set up a new Authenticator App account. As such, you will need to delete the initial Workday account associated with your Authenticator App and start over.

My authenticator app is displaying instructions in a different language.

This is a common issue with the Duo Mobile application when using the app with an Apple iOS version older than version 16.0. To correct this problem, you will need to update your iOS to the latest available version. If your phone no longer supports updates, you will continue to have the language issue until you are able to upgrade. Alternatively, you can download a different authenticator and follow the directions in the “I did not set up an authenticator app when I established my email authentication. How do I set up an authenticator app after-the-fact?” section above.

I am a faculty or staff member of the University of Rochester or the URMC medical system, and I can log into the system but cannot see my student’s information?

Be sure you are using the username assigned to you to log into UR Student. This will likely be your first initial and last name (e.g., jrochester) and NOT your NETID (e.g., JROCHES2). If you log in using your NETID and password, you will be logged into the UR Financials system. You cannot get to UR Student using that login information. You would need to log out and log back in using the UR Student username & password.

I have changed my email and I need to have the system updated to reflect the new email address

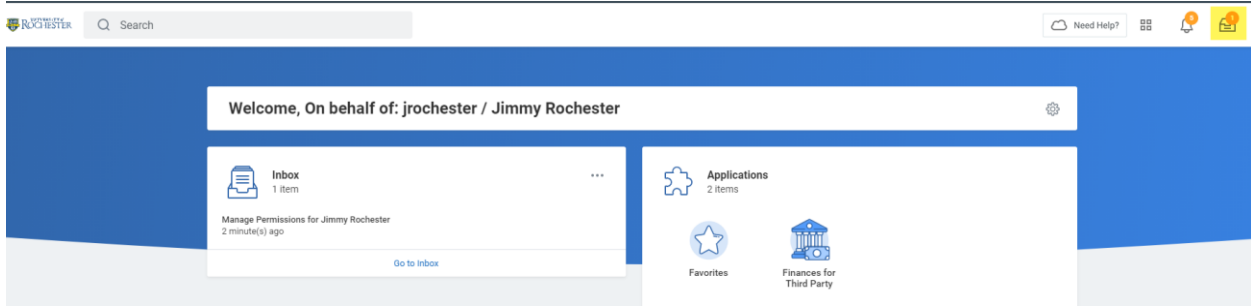
Ask your student to update the email address on your Friends and Family record.

I have more than one student at the University of Rochester – can I access both student accounts from the same login?

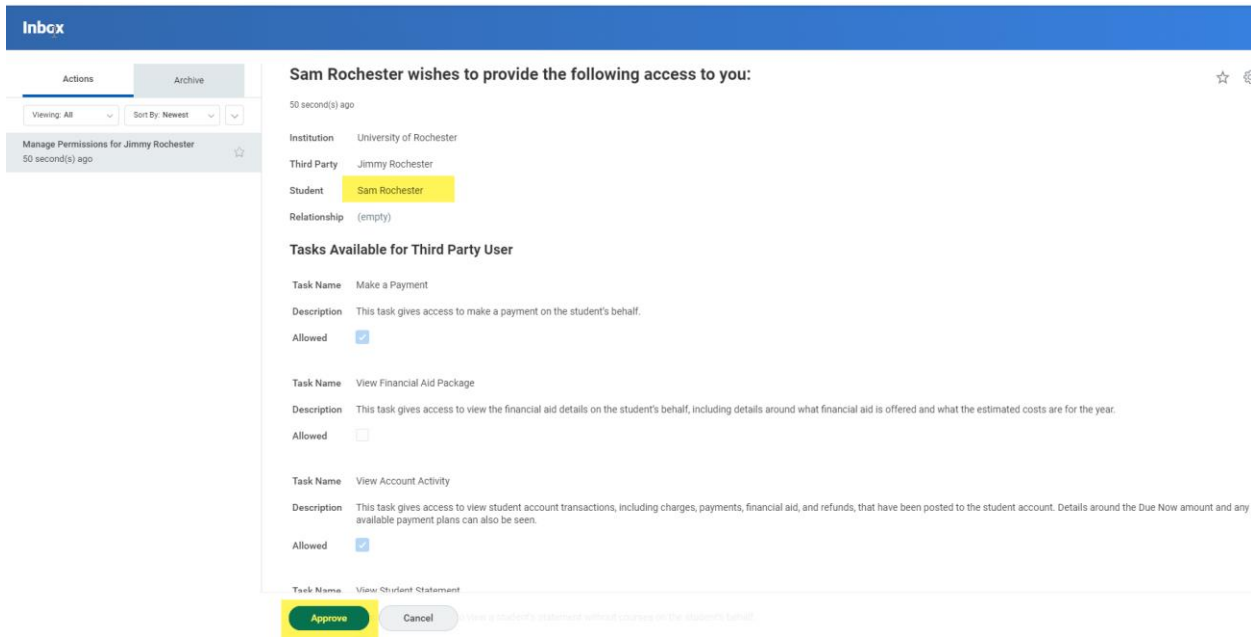
If you have more than one student at the University of Rochester, when the second student sets you up as a third party Friends and Family member and completes the authorization to their account, **if the second student uses the same email as the first student to identify you**, you will receive an email in your inbox asking that you authorize linking the two accounts as opposed to a second set of emails for a new account.

When you log into the system, you will see an item in your inbox.

Third Party Proxy Help Guide



Access your inbox and confirm this authorization but hitting Approve. Once you complete this task, you should be able to see both student's data in your login.



You will be asked to select the appropriate student to view when you access system tasks.

View Account Activity as Third Party

Student *

Institution * Rocky Rochester Sam Rochester

I still cannot access the system and I need help!

Send an email to bursar@admin.rochester.edu with the following information. Someone in the Bursar's office will reach out to you to assist you. Please put **Third Party Proxy Access Issue** along with your student's name in the Subject line of the email.

- **Your Name**
- **Your Email** (the one used by your student to set you up on the system)
- **Your contact telephone number**
- **Your student's name**
- **Your student's URID** (or student ID, if known)