PARENT QUESTIONS

Ø My student added me, but I did not receive email with username and password.
- First, check your email spam folder to make sure it's not there. You will receive 2 emails from calvin@myworkday.com, one with username and one with temporary password
- **Make sure the student has completed both of their steps**:
    → Did the student check "is third party box" when adding as friends and family?
    → Did the student complete the "manage permissions" step? (This is what triggers Workday to create your account and send your username and password.)
    → See the student step-by-step guide for how to manage permissions.
- **Make sure the student used the correct email address for you**
    → If there is a typo, the student must *remove* you from Friends and Family, and then redo the process (add to Friends and Family with the correct address, then manage permissions.) This will trigger the creation of a new account with the correct email address. (See page 3 of student guide for how to remove.)
- **If everything was set up correctly** and you still did not receive username and password, the student should contact helpdesk@calvin.edu on your behalf for assistance.

Ø I received my username and password, but **cannot log in**. I keep getting a message saying my password is invalid.
- Be sure you are logging in at the correct link. It should be https://wd5.myworkday.com/wday/authgwy/calvin/login.htmld?redirect=n or calvin.edu/go/proxylogin (*Note that this is different from the page students use to access their accounts.*)
- Be sure you are using the correct username. *Your username is <u>not</u> your email address, and is usually in the format firstname.lastname.*
- Try a different web browser (Google Chrome is recommended.) The site works best from a computer, not a mobile phone. (Workday Mobile app is <u>not</u> available to proxy users.)
- **If you are still unable to login** after trying the link above from a computer, ask your student to email