FWS Onboarding Instructions

The following describes the process of hiring a Federal Work Study Student Worker employee. All requests should be initiated at least two weeks prior to the intended start date.

- Confirm the student you are hiring is a student enrolled in classes at Montclair State University (Montclair). If your hire is not enrolled in classes at Montclair but is enrolled in classes at another college/university, they would be considered a Temporary Professional employee, not a student employee.
- Undergraduate student workers cannot work more than 20 hours per week during the fall and spring semesters. Graduate student workers can work a max of 30 hours per week.

Important: Under **no** circumstances should a new hire start working for Montclair until they complete an I-9 Employment Verification form (I-9) with Montclair's Human Resources. If your new hire completed an I-9 with Montclair's Human Resources within the last three (3) years, they may be eligible to use the I-9 that is currently on file. To confirm your new hire needs to complete a new I-9, please contact hr@montclair.edu.

- No new hire can be entered in Workday without completing an I-9.
- All rehires that previously worked for Montclair and completed their most recent I-9 three (3) or more years prior to their rehire date must complete a new I-9 and cannot be entered in Workday without completing a new I-9.
- If a rehire completed their most recent I-9 less than three (3) years prior to their rehire date, they may not have to complete a new I-9. Please contact hr@montclair.edu to confirm if the rehire needs to complete a new I-9.

All I-9's are processed by Human Resources. Please refer employees to the HR website for I-9 information and for how to schedule an appointment to complete an I-9.

I-9 completion does not send any information to Workday. Once the I-9 is completed, the new hire or rehire and Department will receive a confirmation email from hr@montclair.edu. This email indicates the department may enter the new hire or rehire in Workday.

ONLY USE THIS PROCESS for the following:
- To hire a new employee as a Student Worker employee. The term **new employee** means someone that has never worked for Montclair.
- To rehire an employee as a Student Worker employee. A rehire means someone who worked for Montclair in the past but is currently in a terminated status.

I.   **View Montclair Campus Onboarding Instructions**

II.   **View Bloomfield Campus Onboarding Instructions**
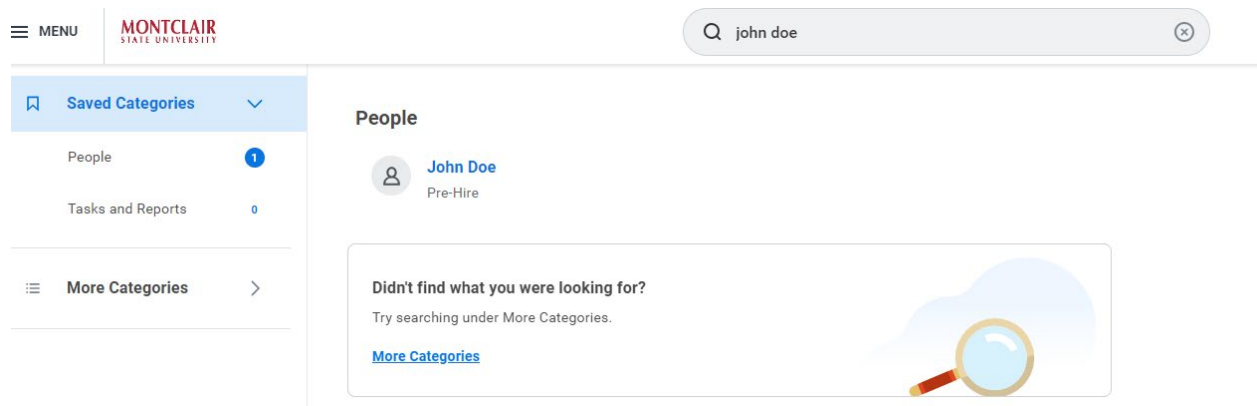
Montclair Campus Onboarding Instructions

Part 1: New Hire or Rehire
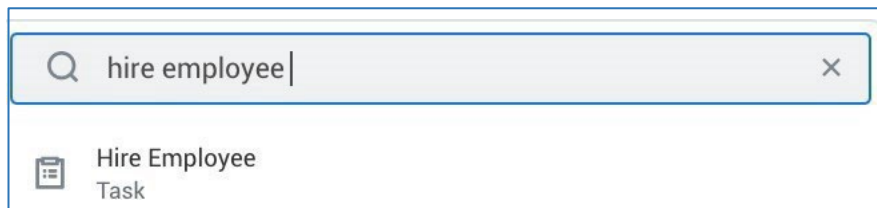
Determine if your hire is a new hire or rehire.

1) In the Workday search bar type the employee's name and hit enter.
2) In the search options on the left of the page, select **People.**
3) Look for your employee's name in the results.
   - If you do not find the employee in the search results, they are likely a **new hire.**
   - If you find the employee's name in the search results, but **(Terminated)** is next to their name, they are a **rehire**.
   - If you find the employee's name in the search results, but **(Terminated)** is <u>not</u> next to their name, you will need to process an **Add Additional Job** instead of using the hire process.
   - You may need to select "**More Categories"** to ensure you are searching all appropriate categories.

NOTE: Always confirm with the individual to find out if they are current employees or past employees at Montclair State University.

Part 2: Initiate the Hire Process

1) Type **Hire Employee** in the Workday search bar and select the task that appears.

2) Select the supervisory organization that the employee will be working under. Make sure the supervisory organization you select has the word Temporary in the title.

Supervisory Organization ✱ | ✕ Onboarding Test Org (Temporary) (Rita Book) ⋯ ☰ |

3) If you determine the employee is a **rehire**, search for them in the Existing Pre-Hire drop down menu.

Supervisory Organization ✱ | ✕ Onboarding Test Org (Temporary) (Rita Book) ⋯ ☰ |

✱ ⦿ Existing Pre-Hire | ✕ John Doe ⋯   ☰ |

○ Create a New Pre-Hire

If you determine the employee is a **new hire**, please complete a secondary search in the Existing Pre-Hire section of the initiation step. Type the employee's last name and hit enter. If they do not appear, they are a new hire and require the selection of Create a New Pre- Hire. **If they do appear, then they are most likely a rehire.**

Supervisory Organization ✱ | ✕ Onboarding Test Org (Temporary) (Rita Book) ⋯ ☰ |

✱ ○ Existing Pre-Hire | ☰ |

⦿ Create a New Pre-Hire

Part 3: Name and Contact Information
This section will only appear for new hires.

1) Enter the legal first and last name. Do not use preferred names. The employee can enter their preferred name during their onboarding.

Supervisory Organization   Onboarding Test Org (Temporary) (Rita Book)

Allow Duplicate Name   ☐

Legal Name Information   Contact Information

Country *   ☒ United States of America   ☰

Prefix   ☰

First Name *   John

Middle Name

Last Name *   Doe

Suffix   ☰

OK   **Cancel**

2) Click on the **Contact Information** tab.
3) You are required to enter the following:
   - **HOME** address
   - **PERSONAL** e-mail address, **do not use** any existing Montclair e-mail accounts
   - **PERSONAL** cell phone or home phone

   IMPORTANT: Do not mark any of this information as Work contact information.

4) Click the **Add** button under each of the above-mentioned sections to enter the required information.

Phone

Country Phone Code *	✕ United States of America (+1)	☰
Phone Number *	(973) 999-9999	
Phone Extension		
Phone Device *	Cell Phone	▼
Type *	✕ Home	☰
Primary Work	☐	
Primary Home	☑	
Use For		☰
Visibility	☐ Public	

Address

Effective Date *	05/14/2024 📅	
Country *	✕ United States of America	☰
Address Line 1 *	123 Sunny Lane	
Address Line 2		
City *	Little Falls	
State *	✕ New Jersey	☰
Postal Code *	07424	
County		

Usage

Type *	✕ Home	☰
Primary Work	☐	
Primary Home	☑	
Use For	✕ Mailing	☰
	✕ Street Address - Retired	

Email

Email Address *	johndoe@gmail.com
Type *	× Home ☰
Primary Work	☐
Primary Home	☑
Use For	☰
Visibility	☐ Public
Comments	

(Remove)

(Add)

(OK) (Cancel)

NOTE: If you receive the below error and you are certain the employee has never worked at Montclair before, please check off the "Allow Duplicate Name" box.

Error

1. Page Error
   Another pre-hire already exists with this name and is available for hire. Select "Allow Duplicate Name" to create this pre-hire with the duplicate name.

Allow Duplicate Name   ☐

Part 4: Assignment Information

1) Fill in the fields with the following information:
   - **Hire Date** = The first day the employee will work (FWS Student Workers cannot start before the first day of classes).
   - **Reason** = Select New Hire or Rehire
   - **Employee Type** = Fixed Term – Student (Fixed Term)
   - **Job Profile** = Federal Work Study Student Worker
   - **Time Type** = Part time **(never select full-time)**
   - **Location** = Select appropriate campus
   - **Work Space** = Can be left blank
   - **Pay Rate Type** = Do not change this field. It will automatically populate
   - **Default Weekly Hours** = Will **always** be 0
   - **Scheduled Weekly Hours** = Will **always** be 0
   - **FTE%** = 0 *(NOTE: Ignore the orange alert message about the FTE equaling zero. **The FTE should always be 0 for employees).**

Hire Date *	09/02/2024
Reason	✕ Hire Employee > New Hire

Job Details

Employee Type *	✕ Fixed Term - Student (Fixed Term)
Job Profile *	✕ Federal Work Study Student Worker ⋯
Time Type *	✕ Part time
Location *	✕ Montclair Campus ⋯
Work Space	
Pay Rate Type	✕ Hourly

⌄ Working Time

Location Weekly Hours	35
Default Weekly Hours	35
Scheduled Weekly Hours	0
FTE	0%

Open the next section by clicking on **Additional Details:**

> **Additional Details**

- **Job Title =** Title **must** include "FWS". Type in a unique Job Title that is related to the assignment. <u>DO NOT</u> leave the title as the default. We suggest not using the semester or year in the title.
- **Business Title** = This will automatically change to be the same as the Job Title so do not change it.
- **End Employment Date** = The date provided by Human Resources which can be found on your Workday Homepage under the **Announcements** section.

∨ Additional Information

Job Title	FWS System Support
Business Title	FWS System Support
Job Category	Student - Undergraduate
Job Classifications	57101 - Federal College Work Study (Ledger Account)
Additional Job Classifications	
First Day of Work	09/02/2024
Continuous Service Date	09/02/2024
End Employment Date	* 05/02/2025

Submit   Save for Later   Cancel

Part 5: Employee Hire Checklist

1) Click the **To Do** button to continue to the next step. Click **submit** if you attest to the checklist.

To Do

Complete To Do   Temporary and Student Employee Hire Checklist   •••

Please review employment policies for **Student Employees** and **Temporary Employees.**

For	Onboarding Test Org (Temporary) (Rita Book)
Overall Process	Hire: John Doe - Onboarding Test Org (Temporary) (Rita Book)
Overall Status	In Progress
Due Date	05/21/2024
Instructions	I attest that I have received the following documents :
	• I-9 verification completion receipt

enter your comment

**Submit** **Save for Later** **Close**

Part 6: Government ID and Personal Information
If this is a rehire, please confirm the accuracy of the existing information in Workday).

1) Click the plus sign under **Proposed IDs: National IDs**.

Proposed IDs

National IDs   0 items

⊕

2) Enter the following information:
- **Country** = United States of America
- **National ID Type** = Social Security Number (SSN)
- **Add/Edit ID** = The employee's Social Security Number.

- An employee CANNOT be hired into Workday without a SSN. If the employee has applied for a SSN, they must wait until they receive their SS card before being entered into Workday.
- **Do not enter any additional information on this page.**

Important: If you receive an error message about a duplicate government ID, **DO NOT CONTINUE**. It could mean the following:
- A possible duplicate employee that already exists in Workday **OR**
- A new hire/rehire is in the process of being hired by another department

Click the **Cancel** button at the bottom of the page and create an additional job for the new hire/rehire or contact the Workday Customer Care for assistance (973-655-5000, option 3 or WCCSupport@montclair.edu).

Edit Government IDs   John Doe

Proposed IDs

National IDs 1 item

⊕		*Country	*National ID Type	Current ID	Add/Edit ID	Issu
⊖		✕ United States of America ☰	✕ Social Security Number (SSN) ☰		123-45-6789	M

Part 7: Personal Information

1) Click on the edit icon and enter the employee's date of birth.

Change Personal Information

Date of Birth

Date of Birth   🖉

Part 8: Propose Compensation

1) To add the hourly rate, click the edit pencil in the subsection labeled **Hourly**. The hourly rate must be at least the minimum wage.

Hourly

Assignment Details
- 15.13 USD Hourly added

Plan Name
- Hourly Plan added

Effective Date
- 09/02/2024 added

2) Review the Student Employment Guidelines. If the proposed hourly rate is greater than the compensation guidelines, a justification **MUST** be provided in the comment section.

Compensation Plan

Hourly Plan

Total Base Pay Range
15.13 - 50.00 USD Hourly

Amount *

20.00

3) DO NOT edit anything under the Guidelines section.

Guidelines

Total Base Pay Range
- 15.13 - 50.00 USD Hourly added

Compensation Package
- Student - Undergraduate added

Grade
- Student - Undergraduate - Schedule G added

Grade Profile
(empty)

Salary

(Add)

Part 9: Organization Assignment

1) Select the correct company = Montclair State University

2) Enter the cost center of the employee's hiring department. The other Worktags will automatically populate based on the cost center that was entered.

   All departments are <u>required</u> to enter their own department cost center information at this step. The department will only enter FWS account information on the Assign Costing Allocation step (last step in hire process). See the Assign Costing Allocation section (Part 10) below.

   Example: the "Onboarding Department" is hiring a FWS student. The department will enter the following information on the Change Organization Assignments step:
   - Cost Center = CC00999 Onboarding Test123

Company

Company *

Montclair State University

Cost Center

Cost Center *

CC00999 Onboarding Test123

Costing

Program

N15 Institutional Support

Fund

F10 Unrestricted Operating Fund

Submit   Save for Later   Close

Part 10: Costing Allocation

1) Under Costing Allocation Level select **Worker and Position**, never select Worker, Position, and Earning.

Effective Date   09/02/2024

Include Existing Allocations

From   09/02/2024   To   MM/DD/YYYY   Refresh Costing Allocation Data

Costing Allocation Details

Costing Allocation Level   *   Worker and Position ▼

Earning   (empty)

Copy Position Restriction Costing Allocation   ☐

Add

2) To add the Costing Allocation Details (the FWS Grant Code), scroll down and click the **Add** button.

3) Enter the **start date and end date** of the costing allocation details. The start date should align with the first day of work and the end date *should always be the last day of the pay period*.

NOTE: The FWS dates and grant code changes every year. The information for the upcoming year can be found on your Workday Homepage under the **Announcements** section.

4) Add your worktags. We suggest entering the FWS grant worktag first because it will automatically pull in the related worktags.

HELPFUL LINKS
- [Workday Job Aids Main Website](#)
- [How to Hire a Student Employee](#)
- [How to Add a Job for an Existing Student Employee](#)
- [Start a Job Change for Student Employees](#)
- [Time Entry for Student Workers](#)
- [How to Approve Time](#) *(for managers and timekeepers only)*
- [How to Enter Time for a Worker](#) *(for managers and timekeepers only)*
- [Setting up Direct Deposit](#)

- Payroll Calander
- Manual Time Sheet Form *(used for late time submissions)*

HELP CONTACT INFORMATION

For assistance, contact Workday Customer Care at 973-655-5000, option 3 **or** by e-mail to WCCSupport@montclair.edu.
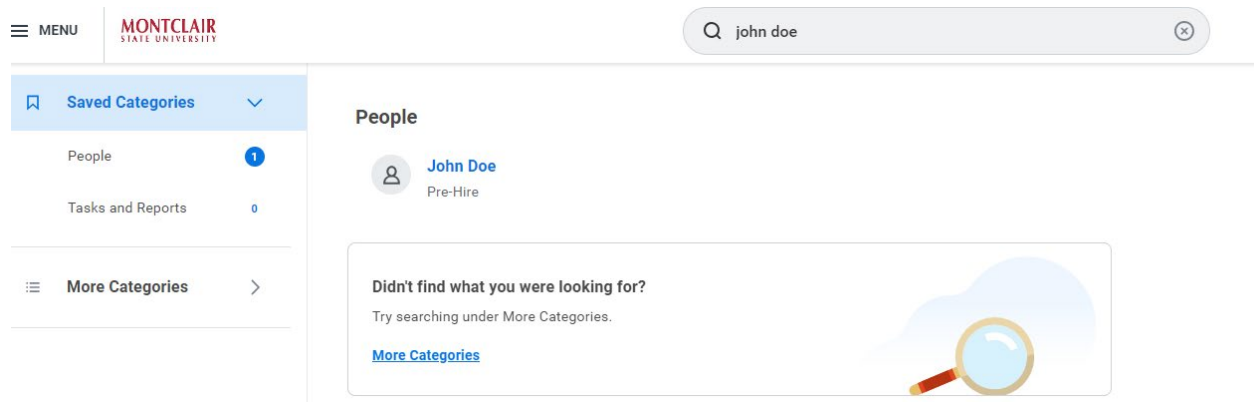
Bloomfield Campus Onboarding Instructions

Part 1: New Hire or Rehire

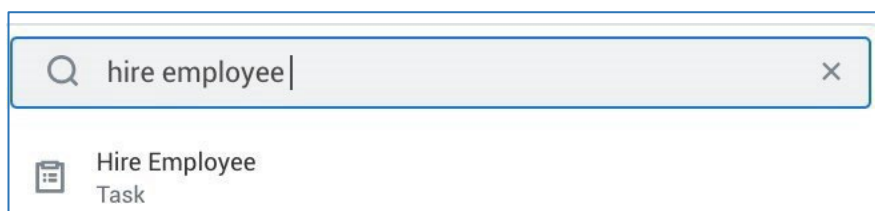Determine if your hire is a new hire or rehire.

1) In the Workday search bar type the employee's name and hit enter.
2) In the search options on the left of the page, select **People.**
3) Look for your employee's name in the results.
   - If you do not find the employee in the search results, they are likely a **new hire.**
   - If you find the employee's name in the search results, but **(Terminated)** is next to their name, they are a **rehire**.
   - If you find the employee's name in the search results, but **(Terminated)** is <u>not</u> next to their name, you will need to process an **Add Additional Job** instead of using the hire process.
   - You may need to select "**More Categories"** to ensure you are searching all appropriate categories.

NOTE: Always check with the individual to find out if they are current employees or past employees at Montclair State University.

Part 2: Initiate the Hire Process

1) Type **Hire Employee** in the Workday search bar and select the task that appears.

2) Select the supervisory organization that the employee will be working under. Make sure the supervisory organization you select has the word Temporary in the title.

Supervisory Organization ✱ ✕ Onboarding Test Org
(Temporary) (Rita Book)

3) If you determine the employee is a **rehire**, search for them in the Existing Pre-Hire drop down menu.

Supervisory Organization ✱ ✕ Onboarding Test Org
(Temporary) (Rita Book)

✱ ⦿ Existing Pre-Hire ✕ John Doe ...

○ Create a New Pre-Hire

If you determine the employee is a **new hire**, please complete a secondary search in the Existing Pre-Hire section of the initiation step. Type the employee's last name and hit enter. If they do not appear, they are a new hire and require the selection of Create a New Pre- Hire. **If they do appear, then they are most likely a rehire.**

Supervisory Organization ✱ ✕ Onboarding Test Org
(Temporary) (Rita Book)

✱ ○ Existing Pre-Hire

⦿ Create a New Pre-Hire

Part 3: Name and Contact Information
This section will only appear for new hires.

1) Enter the legal first and last name. Do not use preferred names. The employee can enter their preferred name during their onboarding.

Supervisory Organization	Onboarding Test Org (Temporary) (Rita Book)
Allow Duplicate Name	☐

Legal Name Information   Contact Information

Country * [✕ United States of America   ☰]

Prefix [☰]

First Name * [John   ]

Middle Name [   ]

Last Name * [Doe   ]

Suffix [☰]

OK   Cancel

2) Click on the **Contact Information** tab.
3) You are required to enter the following:
   - **HOME** address
   - **PERSONAL** e-mail address, **do not use** any existing Montclair e-mail accounts
   - **PERSONAL** cell phone or home phone

   IMPORTANT: Do not mark any of this information as Work contact information.

4) Click the **Add** button under each of the above-mentioned sections to enter the required information.

Phone

Country Phone Code *	☒ United States of America (+1) ☰
Phone Number *	(973) 999-9999
Phone Extension	
Phone Device *	Cell Phone ▼
Type *	☒ Home ☰
Primary Work	☐
Primary Home	☑
Use For	☰
Visibility	☐ Public

Address

Effective Date *	05/14/2024 📅
Country *	☒ United States of America ☰
Address Line 1 *	123 Sunny Lane
Address Line 2	
City *	Little Falls
State *	☒ New Jersey ☰
Postal Code *	07424
County	

Usage

Type *	☒ Home ☰
Primary Work	☐
Primary Home	☑
Use For	☒ Mailing ☰
	☒ Street Address - Retired

Email

Email Address * | johndoe@gmail.com

Type * | ✕ Home ☰

Primary Work | ☐

Primary Home | ☑

Use For | ☰

Visibility | ☐ Public

Comments | [ ]

(Remove)

(Add)

[**OK**] (Cancel)

NOTE: If you receive the below error and you are certain the employee has never worked at Montclair before, please check off the "Allow Duplicate Name" box.

Error

1. Page Error
   Another pre-hire already exists with this name and is available for hire. Select "Allow Duplicate Name" to create this pre-hire with the duplicate name.

Allow Duplicate Name | ☐

Part 4: Assignment Information

1) Fill in the fields with the following information:
   - **Hire Date** = The first day the employee will work (FWS Student Workers cannot start before the first day of classes).
   - **Reason** = Select New Hire or Rehire
   - **Employee Type** = Fixed Term – BC Student (Fixed Term)
   - **Job Profile** = Federal Work Study Student Worker
   - **Time Type** = Part time **(never select full-time)**
   - **Location** = Bloomfield Campus
   - **Work Space** = Can be left blank
   - **Pay Rate Type** = Do not change this field. It will automatically populate
   - **Default Weekly Hours** = Will **always** be 0
   - **Scheduled Weekly Hours** = Will **always** be 0
   - **FTE%** = 0 *(NOTE: Ignore the orange alert message about the FTE equaling zero.* **The FTE should always be 0 for employees).**

Hire Date * 09/02/2024

Reason   × Hire Employee > New Hire

Job Details

Employee Type *   × Fixed Term - BC Student (Fixed Term)

Job Profile *   × Federal Work Study Student Worker

Time Type *   × Part time

Location *   × Bloomfield College

Work Space

Pay Rate Type   × Hourly

⌄ Working Time

Location Weekly Hours   35

Default Weekly Hours   35

Open the next

Scheduled Weekly Hours   0

FTE   0%

section by clicking on **Additional Details:**

- **Job Title =** Title **must** include "FWS". Type in a unique Job Title that is related to the assignment. <u>DO NOT</u> leave the title as the default. We suggest not using the semester or year in the title.
- **Business Title** = This will automatically change to be the same as the Job Title so do not change it.
- **End Employment Date** = The date provided by Human Resources which can be found on your Workday Homepage under the **Announcements** section.

∨ Additional Information

Job Title	FWS System Support
Business Title	FWS System Support
Job Category	Student - Undergraduate
Job Classifications	57101 - Federal College Work Study (Ledger Account)
Additional Job Classifications	
First Day of Work	09/02/2024
Continuous Service Date	09/02/2024
End Employment Date	* 05/02/2025

Submit   Save for Later   Cancel

Part 5: Employee Hire Checklist

1) Click the **To Do** button to continue to the next step. Click **submit** if you attest to the checklist.

To Do

Complete To Do   Temporary and Student Employee Hire Checklist •••

Please review employment policies for **Student Employees** and **Temporary Employees.**

For	Onboarding Test Org (Temporary) (Rita Book)
Overall Process	Hire: John Doe - Onboarding Test Org (Temporary) (Rita Book)
Overall Status	In Progress
Due Date	05/21/2024
Instructions	**I attest that I have received the following documents :**

• I-9 verification completion receipt

enter your comment

Submit   **Save for Later**   **Close**

Part 6: Government ID

If this is a rehire, please confirm the accuracy of the existing information in Workday).

1) Click the plus sign under **Proposed IDs: National IDs**.

Proposed IDs

National IDs 0 items

+

2) Enter the following information:
   - **Country** = United States of America

- **National ID Type** = Social Security Number (SSN)
- **Add/Edit ID** = The employee's Social Security Number.
  - An employee CANNOT be hired into Workday without a SSN. If the employee has applied for a SSN, they must wait until they receive their SS card before being entered into Workday.
- **Do not enter any additional information on this page.**

Important: If you receive an error message about a duplicate government ID, **DO NOT CONTINUE**. It could mean the following:
- A possible duplicate employee that already exists in Workday **OR**
- A new hire/rehire is in the process of being hired by another department

Click the **Cancel** button at the bottom of the page and create an additional job for the new hire/rehire or contact the Workday Customer Care for assistance (973-655-5000, option 3 or WCCSupport@montclair.edu).

Edit Government IDs   John Doe

Proposed IDs

National IDs 1 item

⊕		*Country		*National ID Type		Current ID	Add/Edit ID		Issu
⊖		× United States of America	☰	× Social Security Number (SSN)	☰		123-45-6789		M

Part 7: Personal Information

1) Click on the edit icon and enter the employee's date of birth.

Change Personal Information

Date of Birth

Date of Birth   ✏️

Part 8: Propose Compensation

1) To add the hourly rate, click the edit pencil in the subsection labeled **Hourly**. The hourly rate must be at least the minimum wage.

Hourly

Assignment Details
- 15.13 USD Hourly added

Plan Name
- Hourly Plan added

Effective Date
- 09/02/2024 added

2) Review the Student Employment Guidelines. If the proposed hourly rate is greater than the compensation guidelines, a justification **MUST** be provided in the comment section.

Compensation Plan

Hourly Plan

Total Base Pay Range
15.13 - 50.00 USD Hourly

Amount *

20.00

3) DO NOT edit anything under the Guidelines section.

Guidelines

Total Base Pay Range
- 15.13 - 50.00 USD Hourly added

Compensation Package
- Student - Undergraduate added

Grade
- Student - Undergraduate - Schedule G added

Grade Profile
(empty)

Salary

Add

Part 9: Organization Assignment

3) Select the correct company = Bloomfield College of Montclair State University

4) Enter the cost center of the employee's hiring department. The other Worktags will automatically populate based on the cost center that was entered.

All departments are <u>required</u> to enter their own department cost center information at this step. The department will only enter FWS account information on the Assign Costing Allocation step (last step in hire process). See the Assign Costing Allocation section (Part 10) below.

Example: the "Onboarding Department" is hiring a FWS student. The department will enter the following information on the Change Organization Assignments step:
- Cost Center = CC00999 Onboarding Test123

Company

Company *

Bloomfield College of Montclair State University

Cost Center

Cost Center *

CC00999 Onboarding Test123

Costing

Program

N15 Institutional Support

Fund

F10 Unrestricted Operating Fund

Part 10: Costing Allocation

1) Under Costing Allocation Level select **Worker and Position**, never select Worker, Position, and Earning.

Effective Date   09/02/2024

Include Existing Allocations

From   09/02/2024 🗓   To   MM/DD/YYYY 🗓   (Refresh Costing Allocation Data)

Costing Allocation Details

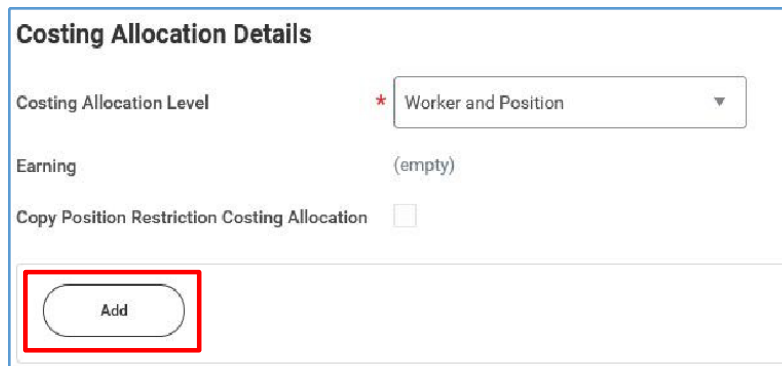Costing Allocation Level   * | Worker and Position   ▼ |

Earning   (empty)

Copy Position Restriction Costing Allocation   ☐

(Add)

2) To add the Costing Allocation Details (the FWS Grant Code), scroll down and click the **Add** button.

Costing Allocation Details

Costing Allocation Level   * | Worker and Position   ▼ |

Earning   (empty)

Copy Position Restriction Costing Allocation   ☐

(Add)

3) Enter the **start date and end date** of the costing allocation details. The start date should align with the first day of work and the end date *should always be the last day of the pay period*.

NOTE: The FWS dates and grant code changes every year. The information for the upcoming year can be found on your Workday Homepage under the **Announcements** section.

4) Add your worktags. We suggest entering the FWS grant worktag first because it will automatically pull in the related worktags.

Copy Costing Allocation ☐

Start Date * 09/02/2024 📅

End Date 05/02/2025 📅

> **Costing Allocation Attachments**

Costing Allocation Details 1 item

Required with no Default (Must have Costing Override)	Costing Company	*Cost Center	*Division	*Additional Worktags	*Distribution Percent
	✕ Bloomfield College of Montclair State University	✕ CC30050 Financial Aid Administration	✕ D12 Enrollment Management	✕ Fund: F10 Unrestricted Operating Fund ✕ Grant: GRBC999 BC Federal Work Study Program 2025 TEST ✕ Program: N14 Student Services	100
					100.00%

(Remove)

Submit   (Save for Later)   (Cancel)

HELPFUL LINKS

- Workday Job Aids Main Website
- How to Hire a Student Employee
- How to Add a Job for an Existing Student Employee
- Start a Job Change for Student Employees
- Time Entry for Student Workers
- How to Approve Time *(for managers and timekeepers only)*
- How to Enter Time for a Worker *(for managers and timekeepers only)*
- Setting up Direct Deposit
- Payroll Calander
- Manual Time Sheet Form *(used for late time submissions)*

HELP CONTACT INFORMATION

For assistance, contact Workday Customer Care at 973-655-5000, option 3 **or** by e-mail to WCCSupport@montclair.edu.