SUFFOLK COUNTY OFFICE OF HUMAN RESOURCES
PROJECT IMPACT GENERAL ANNOUNCEMENT #13

Since the launch of Workday on Monday, December 27th, we have received several questions regarding errors when attempting to log in. If you are experiencing issues logging in, please read over the following steps:

1. Check to see if your credentials are already pre-populated.   If not, please confirm that you are using the correct user name and password.

   Your County credentials are domain\username.
   a. For example **ONLY:** County\Bgates.
   b. The domain might NOT be County, if unsure please check with your departmental IT support or PayRoll Rep.

2. Check the Job Aid and Video for login assistance.

   How to Log In – Quick Start Guide

   Multi-Factor Set Up and Use Video

3. Remember, you may only bypass MFA 5 times. Once you have used all 5, you must select your MFA options. DO NOT submit a SuffolkNOW ticket for this. They will not be able to bypass this for you. For instructions on how to set up MFA please check the Job Aid & Video mentioned above.

4. If you are a Kiosk user ONLY and in need of assistance with your login and password please call 631-333-2959 *and select Option 1.*

5. If you have a Suffolk County Computer / Desktop and are having issues logging into Workday, please contact your local IT support 1st. If you are still having issues, please submit a SuffolkNOW ticket and select "Report a Problem" *or* call the DOIT help desk at 631-853-3648.