

Workday direct login using Multi-Factor Authentication

Implementers, Contingent Workers and Former Employees

Purpose

Workday is accessed by several types of users, current USC employees, former employees, implementers, contingent workers and consultants. While majority of the users access Workday by going through Single Sign-On (SSO) authentication, this guide provides instructions to those users who do not use Single Sign-On and directly log in to Workday. For an added layer of security, users that directly log in to Workday have to complete their identity verification using a Multi-Factor Authentication (MFA) process, the instructions for which are outlined below.

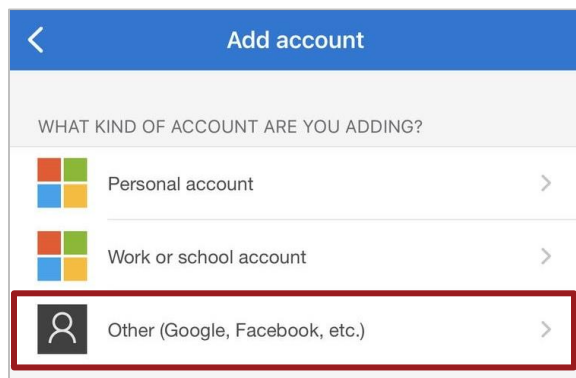
Procedure

1. Access the Workday direct login page using the link below:
<https://wd5.myworkday.com/usc/d/home.html?redirect=n>
2. Enter your login credentials i.e., username and password. Below are the credential formats for different account types:
 - **Former USC employee**
Username: 7-digit employee ID
Password: Usc\$Trojan[last four of SSN]
(This type of account is only accessible until June 30 of the calendar year after the year of employment termination.)
 - **Contingent worker**
Username: 7-digit employee ID
Password: Provided during account creation
Note: If you are new to USC and have not been provided Workday credentials, contact HR at uschr@usc.edu.
 - **Implementer**
Username: [first name initial][last name]-impl
Password: Provided during account creation
Note: If you are new to USC and have not been provided Workday credentials, contact HR at uschr@usc.edu.
3. Click "**Sign In**" to continue.

The screen will now display the multi-factor authentication (MFA) setup options. You can setup multi-factor authentication using Email or an Authenticator App. The Authenticator App option is recommended. For the Authenticator App option, follow steps 4 to 13 below. For the Email option, jump to step 14.

4. Download and install an Authenticator app such as the **Microsoft Authenticator** from the Apple App Store (iOS) or the Google Play Store (Android). Instructions on how to find, install, and set up the app can be found here: <https://www.microsoft.com/en-us/security/mobile-authenticator-app>
5. Once the authenticator app is installed, click the "**Authenticator App**" option on your computer screen. This will take you to the "**Set Up Authenticator App**" screen that will display a QR code.

6. Open the Microsoft Authenticator app on your phone and click the + icon on the top right-hand side of the app's home screen.
7. When it asks you the kind of account you are adding, select "**Other (Google, Facebook, etc.)**"



8. Allow access to your phone's camera and scan the QR code displayed on your computer's screen. Upon scanning the QR code, Workday will show up in the list of accounts in your authenticator app and a security code will show on the same screen.
9. Click "**Next**" on the QR code page of your computer screen.
10. Enter the security code from the app on your computer screen and click "**Next**".
11. When you see the "**Success!**" message, click "**Done**".
12. Since your authenticator app is now set up with Workday, you will be redirected to the "**Setup Multifactor Authentication**" screen again. You will see a check mark next to the "**Authenticator App**" option which confirms your authenticator app has been setup.
13. Click "**Finish**" and you will be logged in.
14. If you select the "**Email**" option on the "**Setup Multifactor Authentication**" screen, you will be prompted to select the email address where you would like the verification code sent. The email address options are based on the email addresses (home and work) that are officially entered in your Workday account.
15. Obtain the security code from your mailbox and enter it on the "**Enter Verification Code**" screen. **Note:** The email will arrive from usc@myworkday.com. If you do not find it in your inbox, make sure you check your spam folder.
16. Click "**Continue**".
17. When you see the "**Success!**" message, click "**Done**".
18. Since the verification code from your email has been entered, you will be redirected to the "**Setup Multifactor Authentication**" screen again. You will see a check mark next to the "**Email**" option which confirms you have been authenticated.
19. Click "**Finish**" and you will be logged in.

Note: If you encounter any issues while logging in to Workday using the procedure outlined above, please contact ITS phone support on 213-740-5555 for further assistance.