







Go-Live Help and Support

	<p>Employees</p>	<p>Employees contact their assigned Supervisor/Timekeeper for questions regarding:</p> <ul style="list-style-type: none"> - Reported time and corrections - Leave usage
	<p>↓ Supervisor</p>	<p>Supervisors contact their assigned Timekeeper for questions regarding:</p> <ul style="list-style-type: none"> - Employee reported time and corrections - Leave usage
	<p>↓</p>	<p>Timekeepers contact their Payroll/HR staff for questions related to:</p> <ul style="list-style-type: none"> - Employee reported time, shift, and corrections - Leave usage
	<p>Agency Office Staff (Timekeepers, HR, Payroll)</p>	<p>HR works with Supervisors and Employees for questions related to:</p> <ul style="list-style-type: none"> - HR Events (e.g., hires, terminations, reclasses, etc.) - Employee job profile and position information - Leave of Absence Requests - Leave Bank and Employee-to-Employee Donation
		<p>Payroll works with Supervisors, Employees, HR, and Timekeepers for questions related to employee payments.</p>
	<p>↓ OHR Workday Assistance Line</p>	<p>If, <u>after</u> contacting the resources listed above, the question is not resolved, Timekeeping, Payroll, HR staff, and other employees may contact DHMH Workday Assistance Line by submitting an assistance ticket (ADD LINK HERE) or call 410-767-5467.</p> <p>These inquiries will be referred to the individual who can best respond.</p>

