Pre-Hire Troubleshooting Guide

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Accessing Your Workday Inbox

1. Sign in to your Workday employee profile using the “Candidate/Specialty Brands” option.

2. Click the Tray Icon ( ) in the top-right corner to access the following Workday tasks:
   a. Change My Licenses
   b. Personal Information Change
1. Complete the **Change My Licenses** task to enter your Driver’s License information in Workday.

2. Click the **Plus Sign (+)** to add a row.

3. Follow the instructions in **Orange** to fill in the required fields.

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**The Following Fields are Required:**

- License ID Type (Choose Non-Regulated Driver)
- ONLY Terminix Fumigators (Choose Commercial Driver CDL)
- Issued by Country Region (The State Listed on your Driver’s License)
- Identification # (Your Driver’s License Number)
- Expiration Date (Your Driver’s License Expiration Date)

*If you require assistance, please contact Workday Support at 1.800.901.9025 (Option 6, Option 2)*
4. Once you have filled in the required fields, click **Approve**.

5. Click **Done**.
Completing the “Personal Information Change” Task in Workday

1. Complete the Personal Information Change task to provide the following:
   a. Gender
   b. Date of Birth
   c. Marital Status
   d. Race / Ethnicity
   e. Disability
   f. Military Service

2. Click the Pencil Icon to edit each section.

3. Once you have filled in these fields, click Submit.

4. Click Done.
Completing the Authorization and Disclosure Process

1. Open the three emails from our background vendor (eservices@geninfo.com).
2. Click the “Login to Applicant Site” link in all three emails to complete the Authorization and Disclosure process for the CBC, MVR, and DS.

TIP! If you don’t see all three emails, you may need to scroll down and click the Brick Icon to reveal the other emails.