

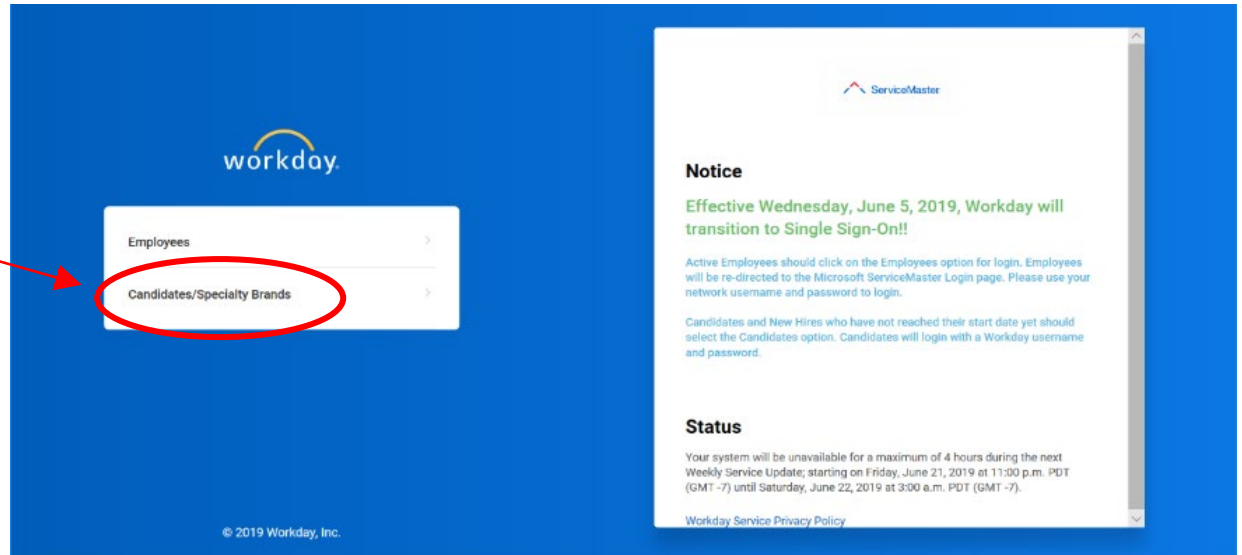


# Pre-Hire Troubleshooting Guide

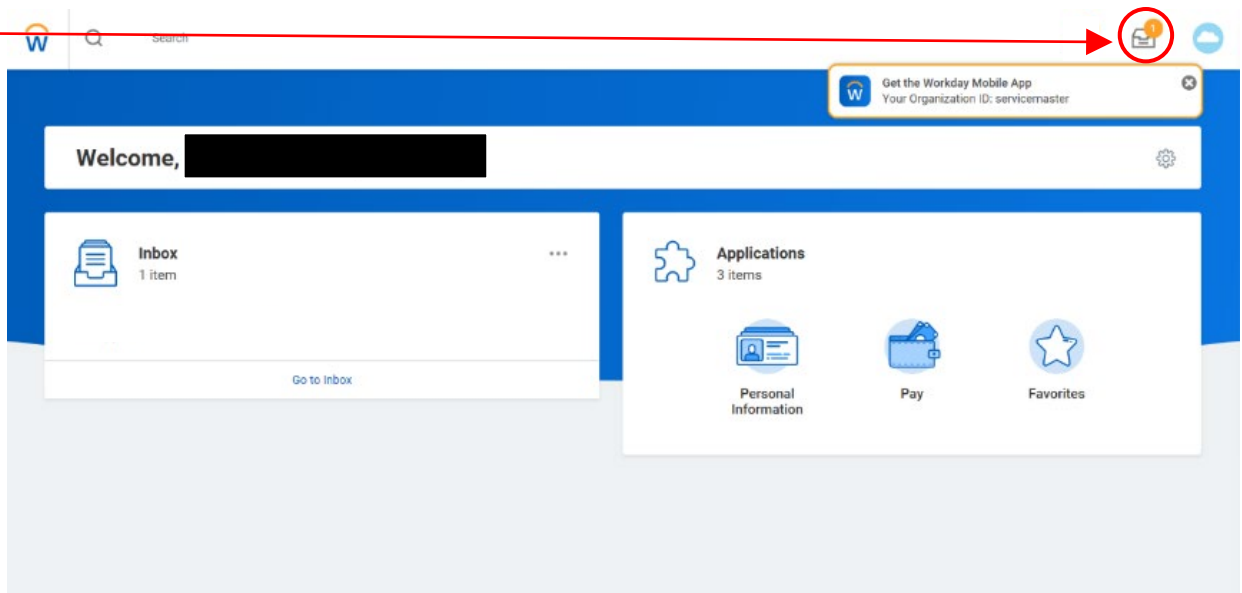
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# Accessing Your Workday Inbox

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**



# Completing the “Change My Licenses” Task in Workday

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.

The screenshot shows the 'Change My Licenses' form. At the top, there is a blue header with the title 'Change My Licenses' and a 'Return' button. Below the header, a list of required fields is displayed: 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), and a note about contacting support. Below this is a table with the following columns: License ID Type, Class, Issued by Country / Issued by Country Region / Issued by Authority, Identification #, Issued Date, Expiration Date, Verification Date, and Verified By. The table currently contains one row with a plus sign button to its left. Below the table is a comment field and three buttons: Approve, Deny, and Cancel.

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

This screenshot is similar to the one above but includes a callout box. The callout box has a black border and contains the text: 'The Following Fields are Required:'. Below this text is a list of required fields, each preceded by a bullet point and highlighted in orange: 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), and a note about contacting support. The background shows the same form as the previous screenshot, but the callout box is the primary focus.

4. Once you have filled in the required fields, click **Approve**.

**Change My Licenses**

The Following Fields are Required:

- License ID Type (Choose Non-Regulated Driver)
- ONLY Tennessee Residents (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)

License ID Type	Class	Issued by Country / Issued by Country Region / Issued by Authority	Identification #	Issued Date	Expiration Date	Verification Date	Verified By
Non Regulated Driver		<input type="radio"/> Issued by Country <input checked="" type="radio"/> Issued by Country Region <b>State on DL</b> <input type="radio"/> Issued by Authority <input type="radio"/> None of the above	123456789	MM/DD/YYYY	Exp Date	05/17/2019	[Redacted]

enter your comment

**Approve** Deny Cancel

5. Click **Done**.

**Inbox**

Success! Event submitted [Redacted]

2 hour(s) ago


Process Successfully Completed

[Details and Process](#)

**Done**

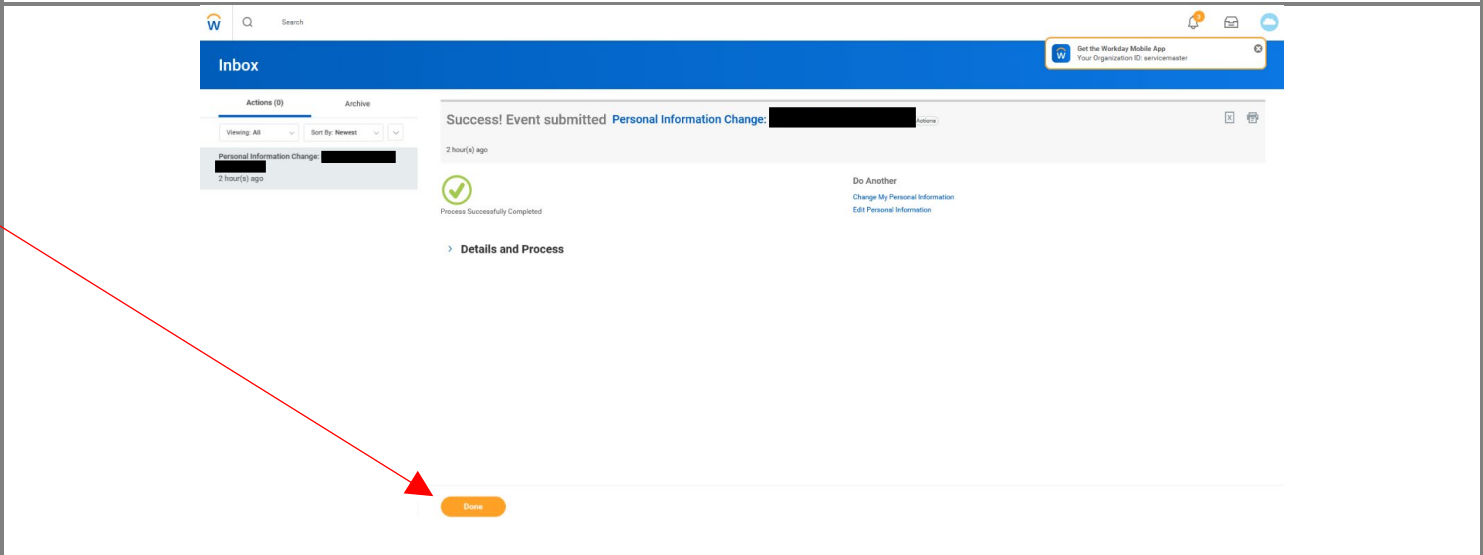
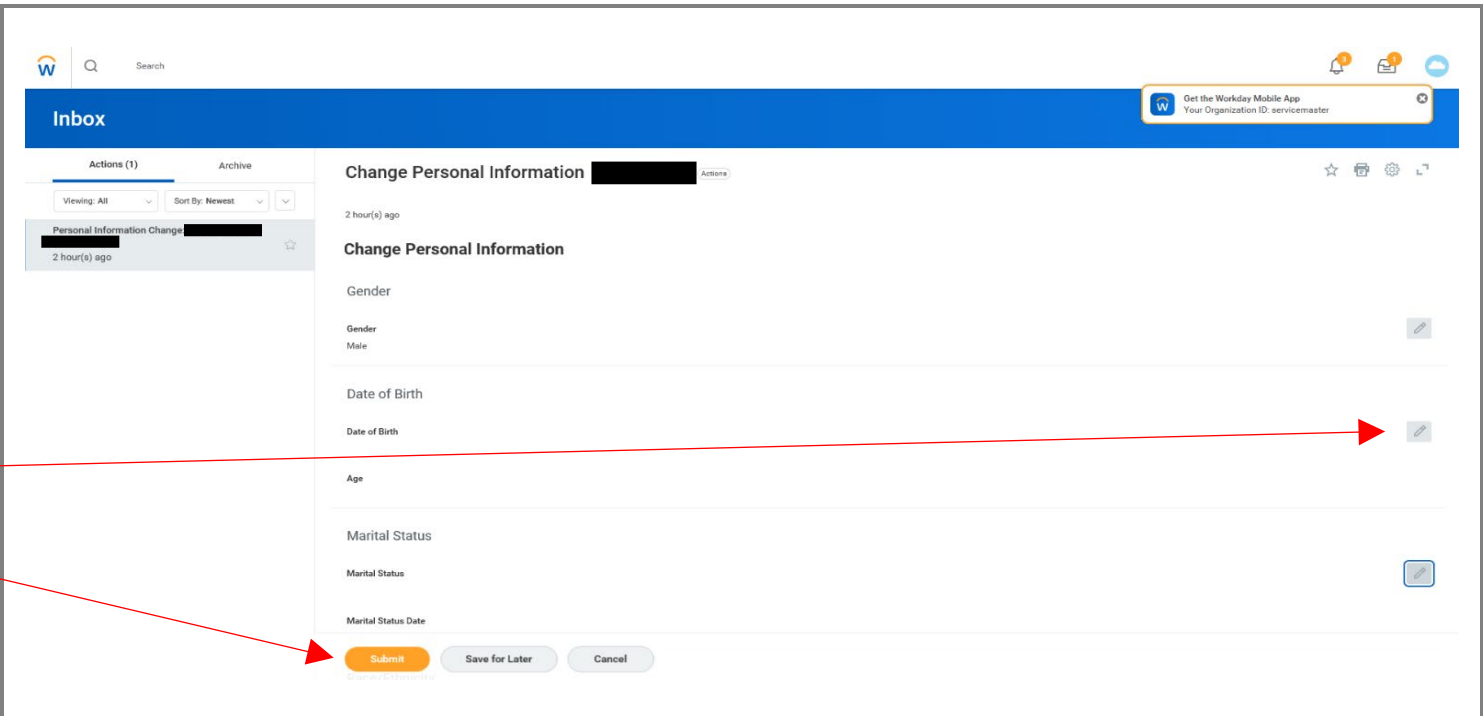
# Completing the “Personal Information Change” Task in Workday

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.

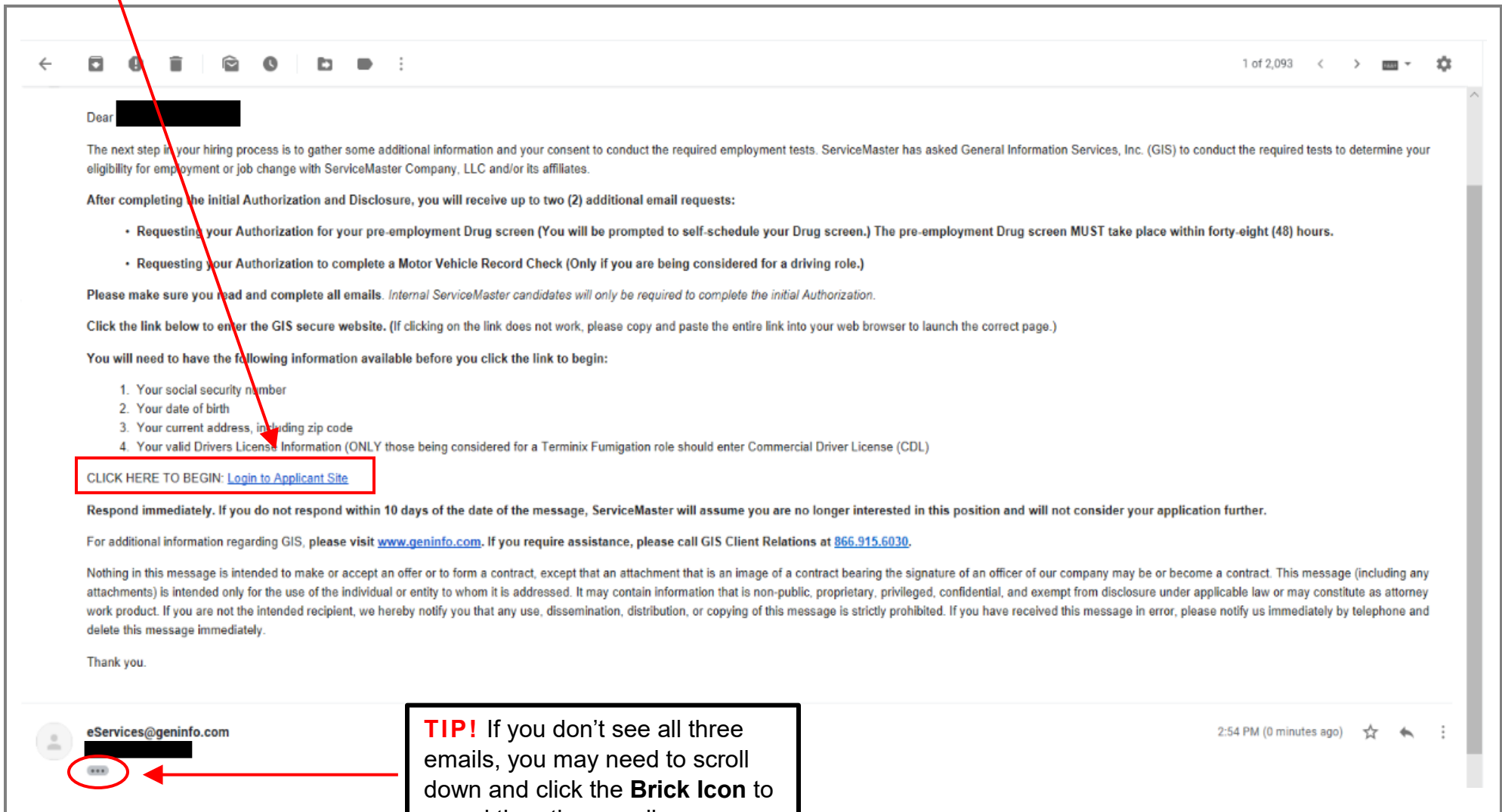
3. Once you have filled in these fields, click **Submit**.

4. Click **Done**.



# Completing the Authorization and Disclosure Process

1. Open the **three emails** from our background vendor ([eservices@geninfo.com](mailto: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.