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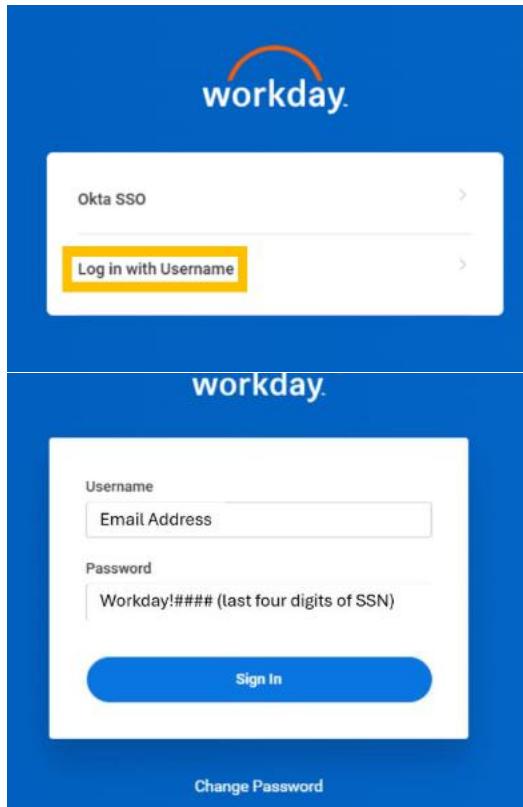
Workday Troubleshooting Guide
Last updated Jan. 12, 2026

- **Log in with username. Do not use Okta SSO.**

- **You will be prompted to change your password** immediately after logging in for the first time. That is not an error; that is expected. Please change your password and proceed.
  - **Requirements**: 8 characters or more, at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # $ & *, etc.)

- **You may be prompted to set up two-factor authentication.** If you are, please proceed with setting it up. Here is how to set up an authenticator app on your mobile device.
  - Step 1: Download an Authenticator App
    - If you are using an iPhone, you can use the built-in Passwords app in place of an external authenticator app.

- If you are using an Android, open Google Play Store. Search for Google Authenticator or Microsoft Authenticator. Download and install the app.
  - Step 2: Set Up the Authenticator in Workday
    - Sign in to your Workday account.
    - When prompted to set up multi-factor authentication, select the option to enter a key manually or set up an authenticator app.
    - Workday will display a setup key (or QR code).
    - Open the (iPhone) Passwords app or (Android) external Authenticator app on your phone and choose Add Account.
    - If prompted, select Enter a setup key and enter the key exactly as shown in Workday.
    - The app will generate a 6-digit code.
    - The 6-digit code will refresh every 30 seconds, so please be sure to enter the numbers before the timer resets.
    - Enter that code into Workday to complete the setup.
  - Once completed, you'll use the Authenticator app to generate a code each time you sign in to Workday.

- **Still having issues logging in?** Email [ITSupport@asgn.com.](mailto:ITSupport@asgn.com)

- **Other questions?** Call the Payroll team at 323-930-2333, or email the applicable Payroll inbox for your time zone (ETPayroll@creativecircle.com, CTPayroll@creativecircle.com, MTPayroll@creativecircle.com, PTPayroll@creativecircle.com).