



## Smart Talk

November 2022

### New Workday Features: My Tasks and ServiceNow Access

Two new features recently have been implemented in the State's tenant to enhance your Workday experience.

First, the Inbox has been updated to My Tasks, allowing users to easily filter, sort, and search for tasks more quickly. This will be especially helpful for "high-volume" users. See the [My Tasks video snippet](#) for an overview.

In addition to My Tasks, the State has added a ServiceNow link in the Apps menu, making it easier to submit a Help Desk ticket. While the ServiceNow ticket process may be more convenient, please follow the steps below **before** submitting a Workday support ticket:

- **Access Online Resources** - A number of materials are available on demand from the [WorkSmart Training Catalog](#) and [Resources](#) webpage to guide you through Workday processes.
- **Contact your Manager or Supervisor** - Your Manager or Supervisor likely has additional Workday knowledge or training to help, or knows who to contact for assistance. In most cases, your agency's HRA would be able to assist with HR related functions, while your Financial Manager or someone in your finance office would be an appropriate contact for spend authorizations, expense reports, or travel reimbursement and policy questions.
- **Submit a Help Desk Ticket** - Look for the ServiceNow icon in your Workday Apps menu for a direct link! See the [How to Create a WorkSmart Support Ticket Smart Guide - Screenshots](#) for step-by-step instructions.

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### Elect Electronic W-2s in Tax Year 2022!

As we head into the 2022 tax season, employees are encouraged to elect electronic W-2 forms in Workday instead of receiving them by mail.

Electronic W-2s offer several benefits including:

- **Earlier access.** Online W-2 forms will generally be available earlier than mailed copies.
- **Convenience.** Through Workday, employees can easily access W-2s beginning with the 2021 tax year.
- **Protection.** Secure online portals provide greater security for sensitive information than printed mail.

To ensure your electronic W-2 election is recorded before W-2 forms are printed and mailed, **please update your preferences by January 1, 2023**. Once selected, paper W-2s will not be mailed unless consent is revoked in a future tax year. Refer to the [W-2 Smart Guide](#) or [Electronic W-2s - Screenshots](#) for instructions.

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### WorkSmart Phase 2 Update: Testing, Testing, Testing!

The FIN Project Team is engaged in various stages of testing - End-to-End (E2E), E2E Integrations, HCM Regression, and Data Mock Conversion.

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#### For WorkSmart Project Information

Visit [WorkSmart.iowa.gov](https://WorkSmart.iowa.gov)  
or contact the WorkSmart Team at [WorkSmart@iowa.gov](mailto:WorkSmart@iowa.gov)



