Getting Started: Navigating Red Cross@Work

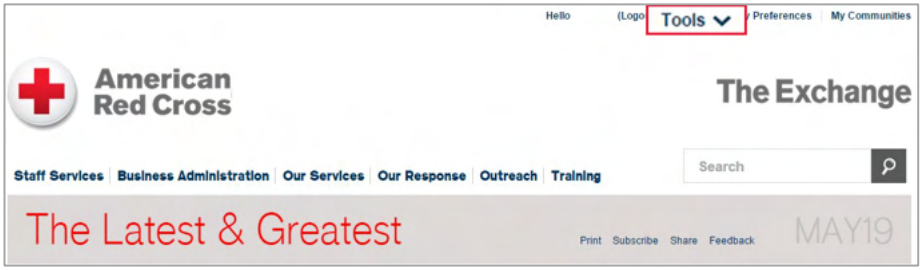
Employees

All employees can view and update HR information by using Red Cross@Work. This tool is accessible via a single sign on from The Exchange, providing you with a seamless experience when making updates to HR information. Rather than contacting the Red Cross@Work Service Center via email or phone to update your information, you can view and make updates here.

About the Red Cross@Work Portal

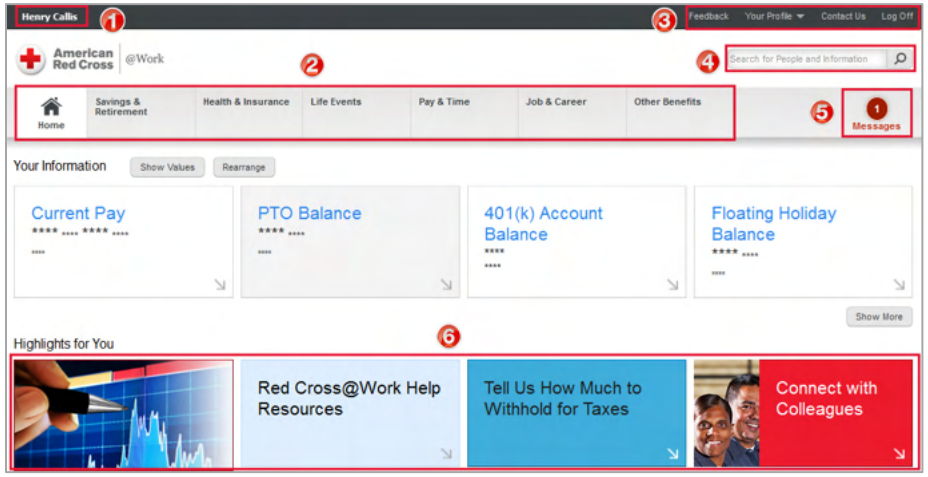
The portal is a central location for you to access information relating to benefits, paychecks, time and career. It also provides access to data in other systems.

Log on to The Exchange (https://intranet.redcross.org), select the **Tools** drop-down and click **Red Cross@Work**.



Note: *Based on your role and benefit selections, information on your screens may vary from those described.*

Navigation



	Feature/Description
1	**Drop-down** allows you alternate views to this site as applicable, for example if you are a manager select Manager.
2	**Tabs** allow you to navigate to other pages within the portal.
3	**Menu bar** allows you to access your profile/ preferences, Contact Us for support, provide Feedback and Log Off.
4	**Search** allows you to type key words to locate portal information.
5	**Messages** allow you to take action on notifications.
6	**Tiles** allow you to launch information relating to the topic(s).

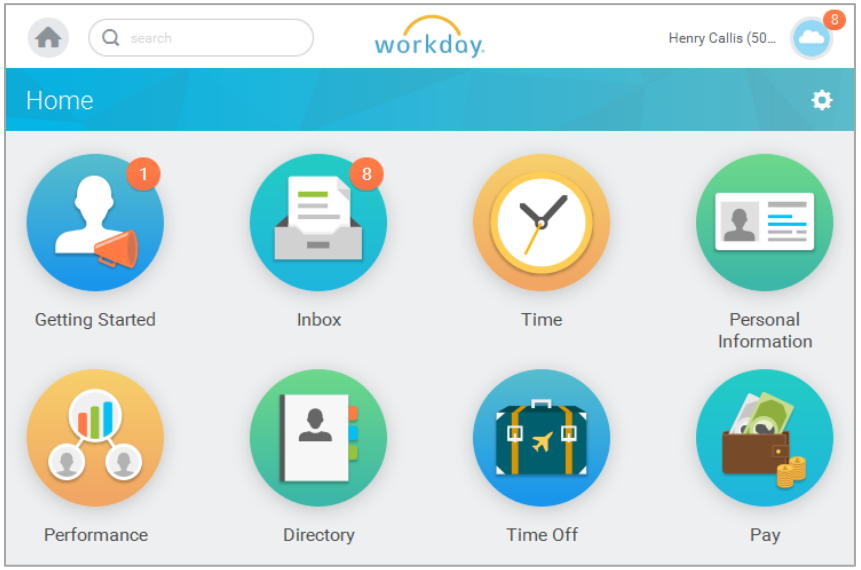
About Red Cross@Work (Workday)

Red Cross@Work (Workday) is your HR information system of record. This system allows you to edit personal and business information and access groups of related task links to navigate to your data or complete follow-up tasks. From the Red Cross@Work portal, go to the **Pay & Time** tab > **Other Resources** > **Access Workday**.

Note: *You can also access Workday via the portal Job & Career tab.*

Navigation

Workday **Home** is the default page for all employees and is where you access personal information and worklets to help you navigate the tool. **Worklets** are the icons on your Home page that allow you to access data and perform tasks, for example 'Inbox notifications'.



Feature/Worklet	Description
workday.	Click either **Home** or **Workday** at any time to return to the **Home** page.
search	**Search** allows you to search for employees, transactions and reports.
Henry Callis 8	Click your name profile icon in the top right corner for a drop-down menu of actions you can take, including signing out from the tool.
	Settings allow you to customize your Home page by selecting which worklets to display.
8 Inbox	Includes notifications of tasks, approvals, due dates etc. Note: You can also access your inbox by clicking your name profile (above). ***Note:*** *The number within the red circle indicates the number of action items in your Inbox.*
Time Off	• Enables you to request Time Off • View your Time Off requests and Time Off balances

Note: *It is important that you sign-out when you are going to be away from your computer or finished with a task. If you do not sign-out, anyone can access your personal information by clicking Red Cross@Work.*

Configure Worklets

You can add, remove or reorder the worklets on your Home page.

1. Click the **Settings** icon in the upper right hand corner of the Home page. The Configure Worklets page displays.
2. Click the **Plus** icon to add a new worklet.
3. Click the **Prompt** icon and select from the list of existing worklets.
4. Click the **Minus** icon to remove a worklet from the dashboard.
5. Click the **Up Arrow** or **Down Arrow** to reorder the worklets on the page.
6. Click **OK** > **Done**.

Account Preferences

You can edit a variety of features on your account, including language, currency, search functionality, workflows, and notification preferences.

From the **Home** page:

1. Click your **Profile** icon > **My Account** > **Change Preferences.**
2. Change the applicable details**.**

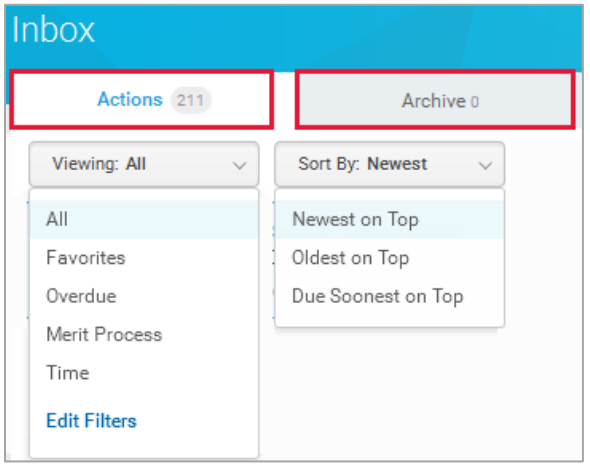
Inbox

Your Inbox includes notifications of tasks, approvals, due dates, etc., that are sent to you as part of your organization's business processes.

1. Click your **Inbox** worklet.

   Note: *You can also click your **Profile** icon (top right) and select **Inbox** from the drop-down menu.*

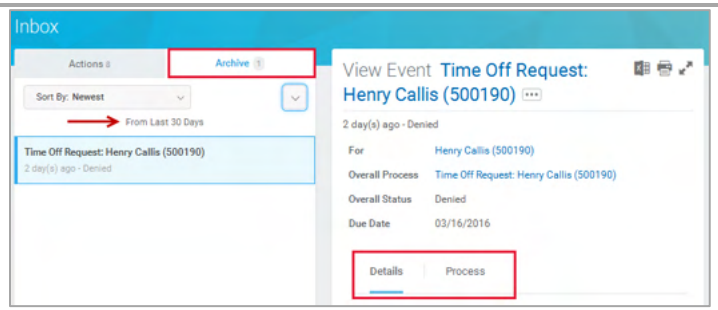
2. Select either the **Action** or **Archive** tabs to view details.



Actions tab - view all tasks assigned to you. Items in your Inbox cannot be deleted and they will disappear when you complete or submit the task. Filter your Action items by **Viewing** or **Sort By**.

Archive tab - review or check the status of any business process you have been involved in, including completed steps within the last 30 days.

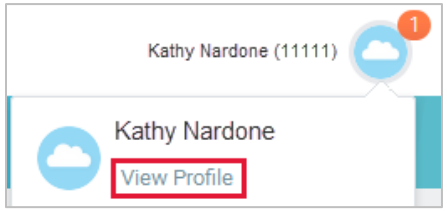
Click a **task** to see the Details, Process History and related links of the selected business process.



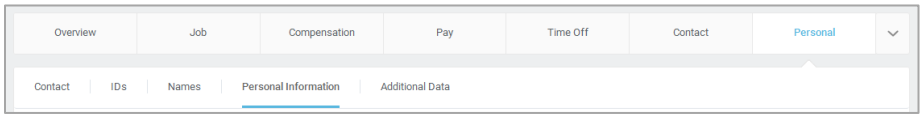
Note: *All Workday notifications route to the Workday Inbox as well as your Outlook email account.*

View Worker Profile Page

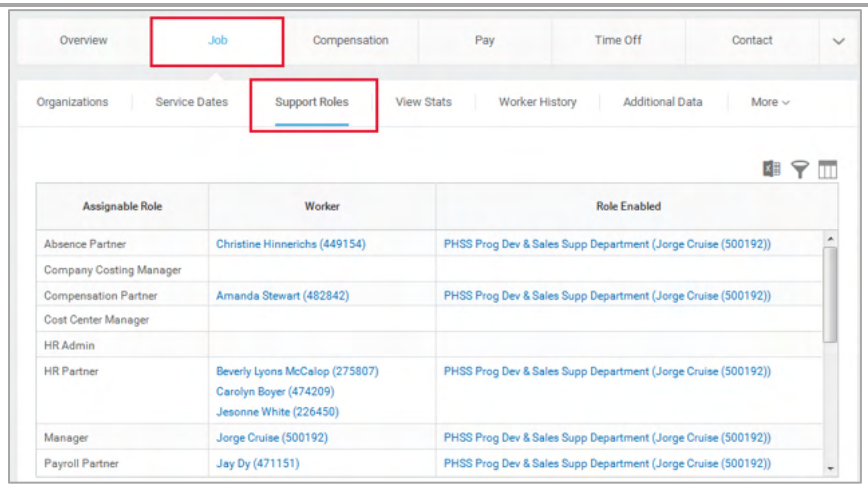
1. Click your **Profile** icon at the top right corner of the screen and then click the **View Profile** link under your name.



2. Click through the different tabs to view your personal Overview, Job, Compensation, Pay information and much more.



Within each main tab you will also find sub tabs that provide additional details including locating your **Support Roles**, i.e. HR Partner, Compensation Partner, etc.



Modify Your Personal Information

1. Click the **Personal** tab. The Personal Information link is selected.
2. Click **Edit**.
3. Click to change existing information, or the **Add** button to add new information. You can also click a field to open it for editing.
4. Click **Submit**.

Add or Change Your Contact Information, for example Home Address

1. Click the **Personal** tab.
2. Click **Edit**. Enter or modify any information.
3. Click **Submit**.

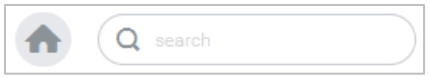
Add or Change Emergency Contacts

1. Click the **Contact** tab.
2. Click the **Emergency Contacts** sub tab.
3. Click **Edit**. Enter or modify your emergency contacts.
4. Click **Submit**.

Note: *You can also change personal information via the* ***Personal Information*** *worklet.*

Using Search

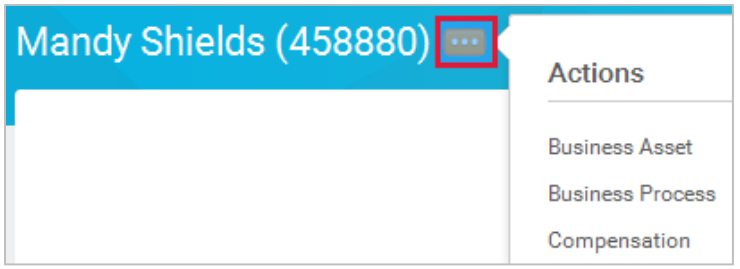
Search for tasks, objects and reports by typing the search details in the search field.



Note: *The search will return results that you have access to according to your role's security configuration.*

Use Related Actions

The **Related Actions** displays next to an object when there are relevant actions. For example, the **Related Actions** next to your name allows you to access tasks and view data applicable to you.



Note: *Options beginning with "View" are view-only actions.*

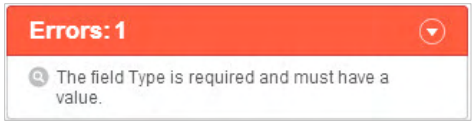
Entering Comments

Within certain transactions or requests for approvals you may be required to enter comments. Type your information into the comment box. These comments are routed to the approving parties.

Managing Errors and Alerts

Error and alert messages will display on your screen if you are missing information or have entered something incorrectly based on established rules and restrictions.

Red Error messages will prevent you from successfully submitting the transaction until you revise the error field. Contact the Red Cross@Work Service Center (1-877-860-7526) for assistance as needed.



Orange Alert messages will not prevent you from submitting, but will notify you of something that could cause a potential problem.

Additional Support

To view a listing of all help resources, please click here.

If you need additional support, please contact the **Red Cross@Work Service Center** Monday through Friday - 9amto 5pm/ET via phone or chat. You can also open a request online at any time.