Workday@OK

SSO Troubleshooting
THIS GUIDE IS FOR: SERVICE DESK AGENT

All state agency employees have been populated into Workday@OK. This guide breaks down the protocol for OMES Service Desk agents assisting users experiencing login issues. If these steps do not resolve the issue, escalate to Cyber Command-Provisioning.

1. Verify the user is selecting the Employee Sign In (Azure SSO) option.
2. Ensure the user is properly set up to access the state's cloud databases via MFA or two-step authorization.
    a. If user is on a state-provided device, use protocols for Zscaler troubleshooting to ensure the app is functioning correctly.
    b. If user is not on a state-provided device, use protocols for Azure two-factor authentication to ensure the user has a secondary device for verification purposes registered.
3. If the above does not resolve the issue, proceed to verify SSO is set up correctly by following these three steps in order.
    a. **Active Directory**: Both internal users, agencies within OMES O365 tenant, and external users, agencies not in OMES O365 tenant, should be set up with an on-prem AD account.
        i.   Search AD for the user's profile.
        ii. If user's profile shows as locked, uncheck the box to unlock account.
    b. **Azure**: Azure SSO allows both internal and external users to authenticate to Workday@OK.
        i.   Search for user profile in Azure SSO.
        ii. Make sure the user account (UPN) is a member of **Workday@OK Test users** Azure group.
        iii. Ensure profile information is up to date.
    c. **Workday@OK account setup**: *At the time of writing, this feature is in discussion to be enabled for desk agents. If this feature is not enabled, escalate to Cyber Command-Provisioning.*
        i.   Log in to Workday@OK and search for the user account.
        ii. From the **Action** items menu for that user, select **Edit Workday@OK account**.
        iii. Ensure all profile information is correct.
        iv. Confirm UPN of the user account is listed under the **Username** field.