

Manage Your SSN (And Other Government IDs)

Overview

Employee: Skip this page and move to the highlighted section on page 2. Workday masks the SSN in this view so the employee can't verify their own SSN. Please have your HR Liaison verify your SSN.

This job aid outlines the process for an Employee to verify a social security number and edit Government IDs in Workday. A Government ID includes National ID for employees to enter and edit their U.S. Social Security Number or Qatar ID Card number and Additional Government IDs such as Resident Citizen of the United States ID card (I-179)

Prerequisites: N/A

Important Information:

- Employee(s) should be prepared to provide documented proof of changes for verification purposes
- If you continually receive an error when trying to verify your social security number, contact your local HR Office
- Employees who do not already have a social security number entered in Workday receive a task during onboarding to enter this number during the onboarding process

Steps

Verifying Your Social Security Number

The **Verify National ID** business process allows you to make sure that the social security number entered in Workday is correct

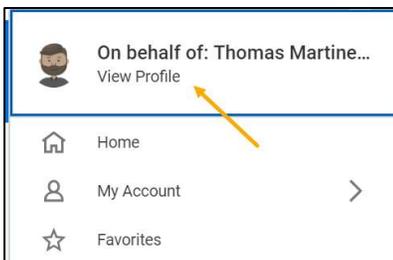
From the Workday Home page

1. Click the **My Account** icon at the top right corner of your screen

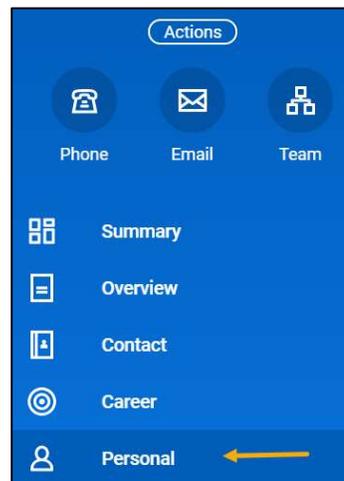


Note: A cloud will be displayed if you do not have a profile picture

2. Click **View Profile**



3. On your Worker Profile, click **Personal**



4. Under the **IDs** section, click the **Verify National ID** button



Note: All social security numbers are masked for security purposes. Only individuals with appropriate security access to your account can view the number

5. Enter your social security number in the field provided

Employee begin here!



In this case, enter the number again. If you receive this message again, it is possible the number on file is incorrect. Check with your local HR department for assistance. You may need to edit your social security number in Workday

Making Changes to Government IDs



Changes can be made to your **Government IDs** from your Worker profile if needed using the **Change My Government IDs** task

6. Click **OK**

You will receive a confirmation message if the number you entered matches what is currently in Workday

7. Click **Done**

8. You can return to the **IDs** tab from the **Personal** link and scroll to the right to see the date you verified and your name

Identification #	Issued Date	Expiration Date	Issued By	Series	Verification Date	Verified By
XXXX-XX-XXXX					04/04/2019	Employee

Social Security Number Does Not Match

If you enter a social security number that does not match the information in Workday you will see this message

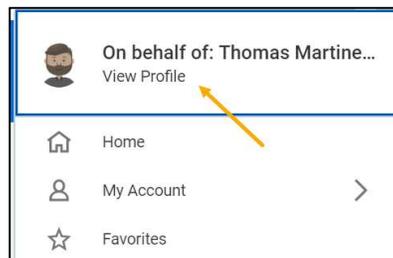
From the Workday Home page:

1. Click the **My Account** icon at the top right corner of your screen

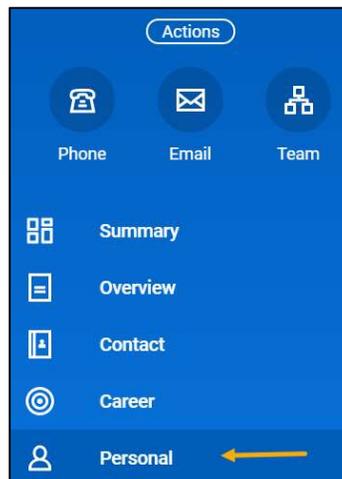


Note: A cloud will be displayed if you do not have a profile picture

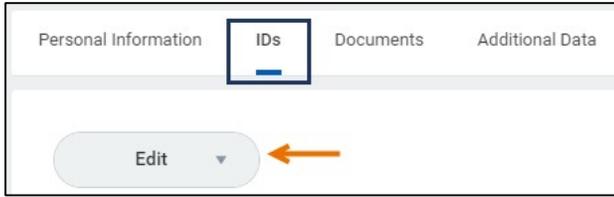
2. Click **View Profile**



3. On your Worker Profile, click **Personal**



4. Under the **IDs** section, click **Edit**



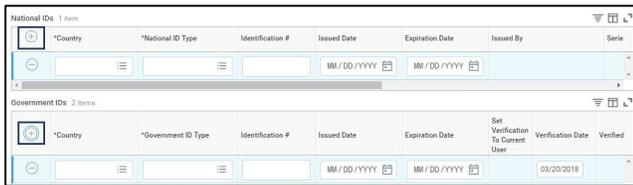
- In the drop-down that appears, select **Change My Government IDs**



- Read the onscreen text for helpful information

Add your IDs

- In the **National IDs** and/or **Government IDs** section, add information by clicking the add icon



IMPORTANT: The social security number or Qatar ID number should **only** be entered into National ID. No other data should be included in the National ID section

- Fill out information for fields including:
 - Country**
 - National ID Type** (e.g. SSN)
 - Government ID Type** (e.g. depending on what you are editing)
 - Identification #**
 - Issued Date.** Only required for Government ID
 - Expiration Date**
 - Verification Date.** Leave blank as this will be updated by your HR Partner
- Enter any comments, as needed

- Click **Submit**
- Move to the **Up Next** section of this job aid to continue

Edit your IDs

- In the **National IDs** section, use the **Add/Edit ID** column to update the existing SSN
- Add or update the **Issued Date** as needed

Note: An **Issued Date** is not required



IMPORTANT: You cannot delete your SSN record. Contact your HR Partner for assistance

- In the **Additional Government IDs** section, edit the **Identification #**. **Issued Date** and **Expiration Date** fields may be provided but are not required



- Enter any comments, as needed

WARNING: Do not upload a copy of any government documents in the Attachment section unless asked to do so. Please contact your HR Partner with questions

- Click **Submit**

Up Next

You will be prompted to show documented proof of the ID to your HR Contact or HR Partner

The request will be routed to other individuals for additional steps. You may be required to provide documented proof to these other individuals prior to the process being able to move forward

This completes the **Manage Your SSN and other Government IDs** process