KenCrest
Your Dreams. Our Mission.

CERIDIAN

# Q&A
# Dayforce HCM

Q: **How do I log into Dayforce?**

A: Go to: https://dayforcehcm.com

- Company= KenCrest
- User Name= firstname.last name (No spaces) lower case name
- Password= Lastnamelast4digitsofSSN (No spaces) lower case name
- You will need to change password after the first login, please note your changed password!
- The new password requirement is 12 positions with one capital letter, one number, and a special symbol ($,!, @)

Q: **How do I setup my Security Challenge Questions?**

A: On the Home Screen ***Profile & Settings***

- Open the tab for ***Security***
- On the Security tab, enter your current password, and Security Question #1 and #2
- Please note, your security answers are **case sensitive** so remember for future use
- Click **Save**

Q: I **forgot my username and/or password, how do I retrieve?**

A: Go to: https://dayforcehcm.com

On the Ceridian Login Screen, enter;

- Company= KenCrest
- User Name= firstname.last name (No spaces)
- **Click**- can't access your account- Note; you can only use this feature if you have your challenge questions setup
- When the Reset Password Screen appears, enter either your user name or email address, Click ***Submit***
- You will then get a reset password message and look in your email for instructions on how to reset your password
- Please note: The new password requirement is 12 positions with one capital letter, one number, and a special symbol ($,!, @)

Q: **How do I view/change my contact information?**

A: On the Home Screen ***Select Forms***
- Scroll down to the Personal Section- ***Contact Details***
- Place cursor in the field you want to update or **+** to add new line
- Once you update your email address(s), please check off the Alerts button. This will allow you to also receive emails about any of your pending transactions and approvals.
- Make Changes
- Click ***Submit***
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Q: **How do I change my Federal and/or State Tax Withholding?**

A: On the Home Screen **Select Forms**

- Scroll down to the Tax Form Section- ***Select State or Federal W4 Form***
- Complete applicable state or federal form
- Please note; Example of Federal W-4 From Shown below
- Click ***Submit***

Q: **How do I add/change my Direct Deposit Information?**

A: On the Home Screen **Select Forms**

- Under the Personal Section, **Select Direct Deposit Change**
- Complete the Required Information, **Save**
- Please Select 2. Direct Deposit Voided Check to upload a sample of your voided check
- Click ***Submit***

Q: **How do I Add/Change my Emergency Contacts?**

A: On the Home Screen ***Select Forms***

- Scroll down to the Personal Section- ***Emergency Contacts***
- Please include information for at least one (1) Emergency Contact
- Include; name, address, relationship to you, and phone number
- Click ***Submit***

Q: **How do I Change my Address?**

A: On the Home Screen **Select Forms**

- Scroll down to the Personal Section- ***Address***
- Only complete the Address form if your **state is not** changing
- If your address change **also** involves a Change in State, complete the forms labeled Moving States Part 1 and Moving States Part 2. This will prompt a new state form that will need to be completed.
- Click ***Submit***

Q: **How do I Change my Name and/or Marital Status**

A: On the Home Screen **Select Forms**

- Scroll down to the Personal Section- ***Name and Marital Status***
- Please upload any supporting docs if applicable (ex. Marriage Certificate)
- Please note; a change of marital status done here **will not** update your federal or state tax elections. If a tax change is needed, you must also complete a change to your Federal/State data using the forms provided.
- Click ***Submit***

Q: **What do I complete when I have a Life Event Change?**

A: On the Home Screen **Select Forms**

- Scroll down to the Benefits Section- ***Select Life Event Declaration***
- You will need to complete the Event Date and Event Reason, see values below.
- Your life event will be routed for approval and may impact your benefits so you will get further instructions if you are required to make changes to your existing benefits.
- Please check the **message center** for any applicable communications to this event.
- Click ***Submit***

Q: **How do I change my Beneficiary?**

A: On the Home Screen ***Select Benefits***

- Once in the Benefits section, ***Select Forms***
- Select ***Current Beneficiary Information*** to add/update; please note; Beneficiary Contact Information can be updated **any time** throughout the year. Dependent Information can only be updated during the Benefit Open Enrollment Time Frame, so changes should **only** be made during that time.
- Please note; if you have more than one Beneficiary listed, the total percentage must equal **100%.**
- Click ***Submit***

Q: **How do I View/Print my Earnings Statement?**

A: On the Home Screen Select **Earnings**

- Select the **Earnings Statement Tab**
- Select the blue link of the pay date you are searching to see your paystub
- You also have the ability to print the paystub by clicking on the print icon. Print

Q: **How do I view any of my forms for approval? (Message Center)**

A: On the Home Screen ***Select the Mail Envelope Icon, this is called the message center***

- The message center will also tell you if a request has been approved or denied and if you need to take any additional action.
- This is where you also will see the status of your time off requests that were submitted through the Dayforce application.