BNDN Release 1.0

Power User Frequently Asked Questions

Go-Live & Hypercare Quick Reference | September 2026

Purpose. This FAQ separates user roles from system modules so Power Users and administrators can quickly determine who should have access, what each area is used for, and what to check when something does not look right. It reflects the processes reviewed during training and should continue to be updated as final production security, workflow, data conversion, and future-release functionality are confirmed.

1. User Roles & Access

Production access should follow the user's actual job responsibilities. Broad System Administrator access should not be used simply to make a screen visible. Administrators should assign the correct functional role, organizational scope, and required modules, save the change, and then validate the user's access.

Role	Primary Responsibility	Access / Training Reminder
Department Requester	Creates and submits applicable Budget Adjustments for the assigned organization.	Assigned department/program scope; Budget Adjustment access required for applicable users.
Department Director	Reviews department requests and routes or returns items in the department approval step.	Access should align to the department(s) the director is responsible for.
Division Director	Reviews requests after department approval and routes or returns items at the division level.	Access should align to the applicable division and its organizations.
Budget Analyst	Reviews General Fund Budget Adjustments and applicable budget information.	Budget Adjustment; Reports; Grants Management (view only). Other budget/reporting modules may be assigned based on responsibilities.
Contracting User / Contract Analyst Function	Supports Contracts and Grants and External Fund review.	Budget Adjustment; Reports; Grants Management. The documented role request also requires the ability to send a Grant to the Budget Analyst where applicable.
OMB MPS	Reviews applicable Budget Adjustments and provides ratings/comments as part of the configured review process.	Budget Adjustment; Budget Status/Reporting; Performance Measures as required for MPS responsibilities.

OMB Executive Director	Provides the applicable executive approval for General Fund Budget Adjustments.	Budget Adjustment approval access plus the reporting/organizational visibility required for review.
Deputy Contracting Officer	Reviews and approves/routes External Fund items within the approved contracts workflow.	Must have the applicable External Fund Budget Adjustment workflow and approval permissions.
Contracting Officer	Provides the applicable contracting approval for External Fund Budget Adjustments.	Must be able to receive and process External Fund items routed through the contract's workflow.
User Security Administrator	Maintains user setup, roles, and organizational access.	User Maintenance/Security functions. System Administrator access should remain limited to true administrative need.
Power User	Supports users during go live, practices approved processes, helps identify issues, and escalates findings.	Power User is a support/training responsibility, not a reason to grant unrestricted System Administrator access.

User Role FAQs

Q: Why can I log in but still not see the module I need?

A: Successful login only confirms that the account can reach BNDN. Module visibility also depends on the assigned functional role and organizational access. Confirm the user's role and organization assignments first. If they were recently changed, refresh the browser or sign out and back in before retesting.

Q: Should OMB users automatically receive access to every organization?

A: During training, OMB staff were being configured across the Legislative, Judicial, and Executive branches when their responsibilities require cross-organizational support. Access can still be narrowed when a user's duties are limited to a specific department or division.

Q: Can I leave System Administrator access on a user if it makes testing easier?

A: Temporary broad access may help isolate a training or configuration problem, but it should not become the production solution. Before go live, the user should be returned to the specific functional role and organizational access needed for the job.

Q: Can one account have both Budget Analyst and Contract Analyst responsibilities?

A: Use caution. Testing showed that incompatible analyst-role combinations can create conflicting behavior. Assign the appropriate role for the user's actual responsibility and validate the screens and workflow after saving.

Q: What should an administrator do after changing a user's access?

A: Save the user record, verify the role and organization selections, and have the user refresh or sign out and back in. If the expected access still does not appear, capture the user's name, role, organization, missing screen, and a screenshot for support.

Q: What if an account has an authentication or account-recognition issue?

A: Treat that separately from module permissions. Capture the exact error or missing authentication indicator and send it to the support/technical team. Adding more BNDN permissions will not correct an identity or authentication problem.

2. Modules & Functional Areas

The sections below explain the major areas reviewed during the training week. A user may not see every module listed here; visibility should follow the user's approved role and responsibilities.

Work Tray & Workflow

Q: What is the Work Tray used for?

A: The Work Tray is where users locate work items assigned or available to their role at the current workflow step. Review the work-item title and step before claiming it.

Q: What happens when I claim an item?

A: Claiming identifies that you are working the item and places it in your Work Tray. Routing or submitting it moves the transaction to the next configured step and removes it from your active tray when the workflow completes the handoff.

Q: How do I track where an item went?

A: Use the displayed workflow step, state, comments, and audit history. Current recipient/destination visibility was identified as an area that still needs improvement, so the audit information is especially important during go live.

Q: Are comments important?

A: Yes. Enter a meaningful comment when routing, returning, or voiding an item. The comment helps the audit trail explain what action was taken and why.

Budget Adjustments

Q: What is the general review sequence?

A: A requester creates and submits the adjustment, followed by the applicable department and division review. The transaction then follows the configured General Fund or External Fund review path.

Q: How are General Fund and External Fund adjustments different?

A: They do not use the same downstream review path. General Fund items follow the applicable OMB review and executive approval process. External Fund items follow the contracts-related review and approval process.

Q: Does completing one workflow step mean the adjustment is fully approved?

A: No. A completed step means that stage was processed. Final approval depends on the applicable approval authority and workflow status.

Q: When should I use Send Back instead of Void?

A: Use Send Back when the requester or a prior reviewer can correct the item and continue processing. Use Void only when the transaction should no longer proceed. Voided items remain part of the history.

Q: Can I recall an item after I confirm routing?

A: Do not assume that a confirmed routing action can be recalled. Verify the destination and comment before confirming the action.

Budget Adjustment Financials & Validation

Q: What does the Accounting Balance tell me?

A: It is an accounting indicator that helps the analyst review the adjustment. It does not replace analyst review or automatically determine whether an adjustment should be approved.

Q: What if the adjustment appears to exceed available funds?

A: An insufficient-funds validation gap was identified during testing. Until the system control is finalized, analysts must continue reviewing available balances and applicable business rules before approval.

Q: Why might test balances appear negative?

A: Some negative balances may be tied to legacy conversion or chart-of-accounts mapping. They should be investigated to determine whether the appropriate action is a Budget Adjustment, accounting correction, or reconciliation item.

Q: What if a financial dimension such as Location looks wrong or is unspecified?

A: Do not invent a value. Use the appropriate available record for testing and flag questionable or missing data for business/data validation.

Grants & Awards

Q: What is the difference between a Grant and an Award in the process?

A: A Grant can contain award-level information used to identify the applicable funding detail. Users should confirm they are working with the correct Award before making related changes or reviewing financial information.

Q: Why is the Award filter important?

A: A Grant may have multiple Awards. Filtering to the correct Award helps isolate the accounts and funding information that apply to the transaction.

Q: What access is expected for the Contracts and Grants function?

A: The documented role request includes Budget Adjustment, Reports, and Grants Management access for the Contracting User/Contract Analyst function. The workflow must also support sending a Grant to the Budget Analyst when that business process applies.

Q: What should I do if Grant or Award data looks incomplete?

A: Capture the Grant/Award involved and the missing or unexpected field. Determine whether the issue is data, permissions, integration, or system behavior before creating or escalating the finding.

Reports

Q: What reports should support staff be able to use?

A: Users assigned reporting responsibilities should be able to access the applicable Standard Reports and Budget Status reporting needed to support their work and assist requesters.

Q: Why can a report fail even when I have Reporting access?

A: A report parameter or development error can be separate from security. Capture the report name, parameters used, error message, and screenshot so the team can distinguish a report issue from a permission issue.

Q: Is the Transmittal/reporting process final?

A: No. Transmittal and related paperless review-document functionality were still under development and should not be treated as a finalized process until confirmed.

Performance Measures

Q: Is Performance Measures available for Release 1.0?

A: There will be two phases. Performance Measures functionality for Release 1.0 allows users to enter their Performance Measures and establish quarterly goals as part of the budget process. The screen and supporting structure have continued to be refined based on feedback received during prototype, testing, and training sessions.

The next phase of Performance Measures will focus on actuals, allowing users to report what occurred against the goals established during the budget process. This functionality, along with the associated ratings and calculations, is planned for Release 2.0.

Working sessions for the Release 2.0 Performance Measures functionality will begin after the BNDN go-live and hypercare period, allowing the team to work with OMB and MPS to review and confirm the business process and requirements before development.

Q: What information is expected to help identify Performance Measures?

A: The future design discussion identified Department Number, Award Number, and Location as important keys for maintaining detail after chart-of-accounts conversion.

Q: Will MPS users need Performance Measures access?

A: Yes, where their responsibilities include reviewing or working with performance information. The exact permissions should be validated as part of the MPS role configuration.

Positions & Personnel

Q: Why can a Position Adjustment fail validation?

A: Required personnel or position data may not yet be available. Missing fields, lookups, or personnel information can prevent validation or a complete end-to-end submission.

Q: Should Position Adjustments be combined with regular financial adjustments?

A: For the current process, keep position-related work separate while the personnel workflow, required data, and integration dependencies are finalized.

Q: What about a new position that does not yet have a permanent Dayforce position number?

A: The training discussion contemplated use of a temporary identifier while required information and costs are prepared. The final personnel/Dayforce process should govern when and how that identifier is replaced.

Forecasting

Q: Was Salary or Expenditure Forecasting part of this final Power User session?

A: No. Forecasting was intentionally separated from this Power User closeout. Salary Forecasting and Expenditure Forecasting will be addressed in the next Super User session with Garrick, Erie, and Rachael.

Q: Should Power Users treat Forecasting as finalized based on this week's sessions?

A: No. Use the upcoming Super User session for the detailed Forecasting process, validation, and any resulting training or configuration decisions.

3. Go Live & Hypercare Quick Checks

- Confirm the user's functional role before troubleshooting the module.
- Confirm department, division, branch, or other organizational access.
- Review the Work Tray title and workflow step before claiming an item.
- Read validation messages before routing and correct the identified fields.
- Enter clear workflow comments so the audit history explains the action.
- Capture the work item number, user role, organization, module/screen, expected behavior, actual behavior, and screenshot when reporting an issue.
- Escalate access, routing, approval, authentication, or data issues that prevent go-live processing. Noncritical improvements can continue through hypercare.

Important: This FAQ is a training reference, not a replacement for final approved business-process or security documentation. Where a workflow, report, data conversion, or future-release function is still being finalized, the implementation team's confirmed production guidance should be followed.

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