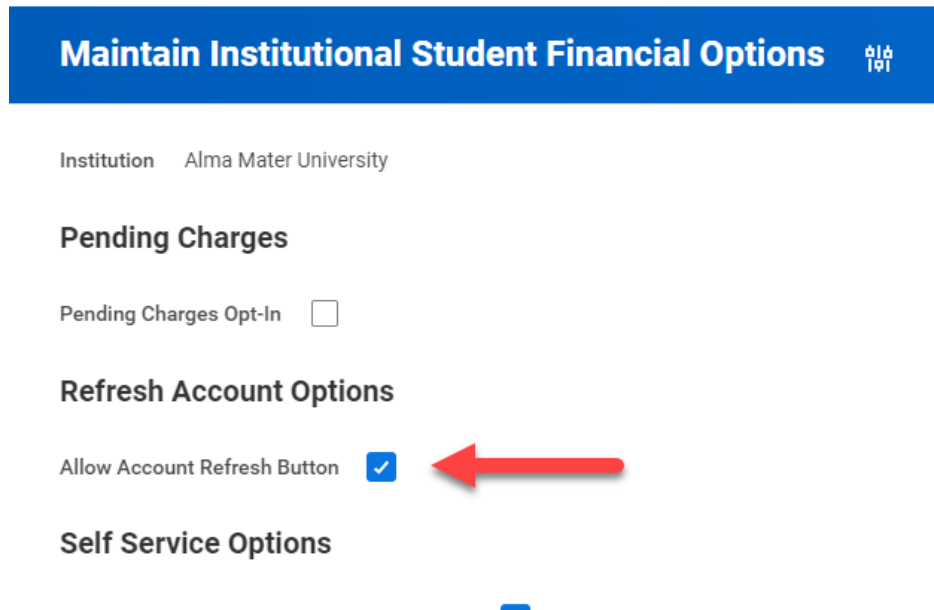


1. Q: I have not been able to get the hover text to work on friends and family when testing. It says automatic, but is there something we have to do in order to get this set up?
  - A. I recommend confirming that the tenant you are testing in is a Preview Tenant. This feature will go live in Production on September 21.
  
2. Q: Is there some sort of setup necessary for the 'Refresh Account' button?
  - A. This is delivered automatically so should be available in your tenants. However, I will dig a little deeper just to confirm that there are no additional setups and provide a deeper answer in the FAQ Sheet that will be sent later to the attendees.
    - I have been searching and do not see much as long as they have an existing tenant the update should be automatically available. Clients should be able to test this in their Preview tenants today. This will be automatically added to existing tenants.
    - Any client that has a new tenant must enable this functionality. Please see the below screenshot on what needs to be checked in order for this feature to work.



3. Q: It is my understanding that the student cannot see the send back comments on the SAP appeal. Is this correct?
  - A. Your understanding is correct. At this time, that is not visible on their end, which Workday seems to acknowledge is a missing component. From what I understand, while not addressed in this release, it should be on deck to address in a future release.