

# FAQ – Frequently Asked Questions

**Q: I do not know what my username is, how can I find out?**

A: If you have forgotten or never received your username, you must contact your manager. Your manager will be able to retrieve your username from Workday and provide it to you.

**Q: As a manager, how do I find the username to my team members?**

A: As a manager, follow the manager section in this [login guide](#).

**Q: I do not get a verification code sent to my personal email when I try to reset my password, what should I do?**

A: Follow these steps:

Verify that the verification code is not in your “spam” folder.

A reason why you do not get your verification code could be because Scandic has the wrong personal email to you. You must contact your manager and ask them to update your personal email address to the correct one in workday. Once updated try again next day (after 24 h).

**Q: I have updated my personal email address in workday but still do not get a verification code email as I tried to reset my password, what should I do?**

A: Follow these steps:

Verify that the verification code is not in your “spam” folder.

Contact [IT Service Desk](#).

**Q: When I try to login to the Fuse app I need to enter a domain name, what should I enter?**

A: To login to Fuse enter “Scandic” as domain name. Thereafter follow the login instructions.

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**Q: I am not able to enter a new password when I try to reset, what should I do?**

A: When you create a new password the password needs to fulfill a set of criteria:

- More than 14 characters long
- Include upper- and lower-case letters (ABC, abc)
- Include at least 1 number (0123456789)
- Include at least one special character, for example !, but do NOT use local language letters such as: å, ä, ö, æ, ø

If these criteria are not fulfilled the new password will not be accepted. Try to create a new password again that meet the above criteria.

**Q: The username does not work when I try to login to Citrix, what should I do?**

A: The username you use for Fuse is not the same as the username you use for Citrix. If you have forgotten your SAM account name, username for Citrix, contact your manager. Your manager will be able to retrieve your username from Workday and give it to you.

**Q: I have an email address, but I can't login to my email, what should I do?**

A: Follow these steps:

The username you have received from your manager does not automatically have an email inbox connected to it, even though it looks like an email address. It is still only a "username". Not everyone has an inbox, verify with your manager if you in your role need an inbox connected to you.

Contact [IT Service Desk](#).

**Q: My username looks like a Scandic email address. I have never had a Scandic Email address before, does this mean I have received one now?**

A: No, that is just the way usernames to Scandic Internal systems looks. It is still just a username even though it has "[@scandichotels.com](#)" in the name.

**If none of these answers help you contact [IT Service Desk](#).**