

HR FAQ's

Verifications: We use The Work Number at theworknumber.com or 800-367-2884. Right At School's employer code is 20979. Personal Information Changes: Please login to Employee Self Service to make the change. Health Benefits, Paycheck, Tax, or Direct Deposit Questions: Please use "Ask Here" by clicking the question symbol on the top right of your Employee Self Service homepage. Your question will be routed to the person best suited to help!

- PAYCOM FAQ's

- My candidate can't login to Paycom, what should I do?
- My candidate has been hired, but can't login to Paycom. They used Paycom at a prior job, what should I do?
- My candidate (Still in Onboarding) needs their number updated in Paycom, what should I do?
- The paycard consent form, or other forms aren't loading, what should I do?
- Can we change the start date once an employee is hired into Paycom?
- SSN is giving an error in onboarding, what should I do?
- It looks like my new hire has completed onboarding. Why haven't we hired them yet?
- How do I view the progress of my candidates' onboarding?
- Someone wants an employment verification, where to send them?

PAYCOM FAQ's

My candidate can't login to Paycom, what should I do?

If your new hire is unable to log into Paycom, they may still be in the onboarding process and not been hired yet. Please refer to Paycom, Workable or Sense to see if they have been hired.

My candidate has been hired, but can't login to Paycom. They used Paycom at a prior job, what should I do?

If your new hire used the same username (typically their email address) at a prior company that also used Paycom, they will need to create a different username. It's best practice for candidates to do this during onboarding or after they have been hired as Paycom will auto-generate a username for them.

My candidate (Still in Onboarding) needs their number updated in Paycom, what should I do?

Please reach out to the onboarding team (Email or Workable) and we will update their number and send a new invite.

The paycard consent form, or other forms aren't loading, what should I do?

This could be a connection issue or due to the size of the document. Sometimes the connection may not be good in their area where they are accessing the onboarding which may cause some documents to take longer to load. Please ask the employee to check their signal and wait for a bit to allow the document to load.

Can we change the start date once an employee is hired into Paycom?

Yes, you have the ability to submit a Start Date Change PAF in Paycom.

SSN is giving an error in onboarding, what should I do?

This may indicate that the employee is a rehire. You can search Paycom to view this employee or review their profile in workable to confirm this. If they are a rehire you will need to submit a rehire PAF.

It looks like my new hire has completed onboarding. Why haven't we hired them yet?

Before we can hire an employee into Paycom we must first validate that they have a cleared background check. This process will vary from state to state, please reach out to your HR Business Partner if you are unsure of your state's background requirements. We also must verify that the employee has uploaded the correct I-9 documentation. Often, new hires will upload the incorrect document. In this instance we will reach out to the employee and send me a new link to reupload their documents.

How do I view the progress of my candidates' onboarding?

Please see the steps below on how to view their progress:

1. In Paycom, navigate to the employee tab, hover over "Add New Employee," and select New Employee Queue.

The screenshot displays the Paycom interface for viewing the New Hire Queue. The top navigation bar includes the Paycom logo and various tabs: Employees, Talent Acquisition, Time Management, Human Resources, Talent Management, Reports, and User Options. The 'Employees' tab is active. Below the navigation bar, there's a breadcrumb trail: Home > Add New Employee > New Employee Queue. A red dot indicates a new hire. A button labeled 'Add New Hire' is visible. The main section is titled 'New Hire Queue' and contains a tabbed interface with 'Pending New Hires' selected. Below the tabs is a search bar and a pagination control showing 'Previous', '1', '2', '3', '4', '5', '...', '10', and 'Next'. The table below lists the pending new hires with columns for Select, SSN/EIN, Name, Status, Hire Date, Home Allocation, Template, Details, and Edit.

Select	SSN/EIN	Name	Status	Hire Date	Home Allocation	Template	Details	Edit
<input type="checkbox"/>	106-92-5775	ADAMS, MADELEINE (ABVL)		04/11/2023	101-3205-1472-01	NY State - Self Onboarding		
<input type="checkbox"/>		AGUCCIONI, NICOLETTA (AB92)		02/06/2023	101-0503-1288-01	CA Heritage - Self Onboarding		
<input type="checkbox"/>	156-13-5776	ALVARADO, WILLIAM (A8SN)		04/10/2023	101-3013-1842-01	NJ - Self Onboarding		
<input type="checkbox"/>		ALVAREZ, RUBY (ABQ5)		03/14/2023	101-0517-1925-01	CA Heritage - Self Onboarding		
<input type="checkbox"/>	605-96-9078	ANDERSON, JAMORI (ABQH)		03/15/2023	101-0517-1920-01	CA Heritage - Self Onboarding		
<input type="checkbox"/>	156-88-0472	ARAQUE, ASHLEY ELVIRA (ABW4)		04/10/2023	101-3013-1838-01	NJ - Self Onboarding		

2. Click on the details button to the right of the screen. You will then see if they have completed, not started, or are in progress at each step.

The screenshot shows a modal window titled "New Hire Process" with tabs for "New Hire Process", "Audit Details", and "Change History". The "New Hire Progress" tab is active. It displays a dropdown for "Onboarding Settings" and a message: "The new hire is still in the process of completing self-onboarding." Below this is a search bar and a table with 5 columns: Step, Status, Last Action, IP Address, and Device. The table lists 7 steps: Language Selection (English), Welcome Messages, ESS Credentials, Personal Information, Direct Deposit Setup, Tax Setup, and Documents. The "Documents" step is marked as "In Progress".

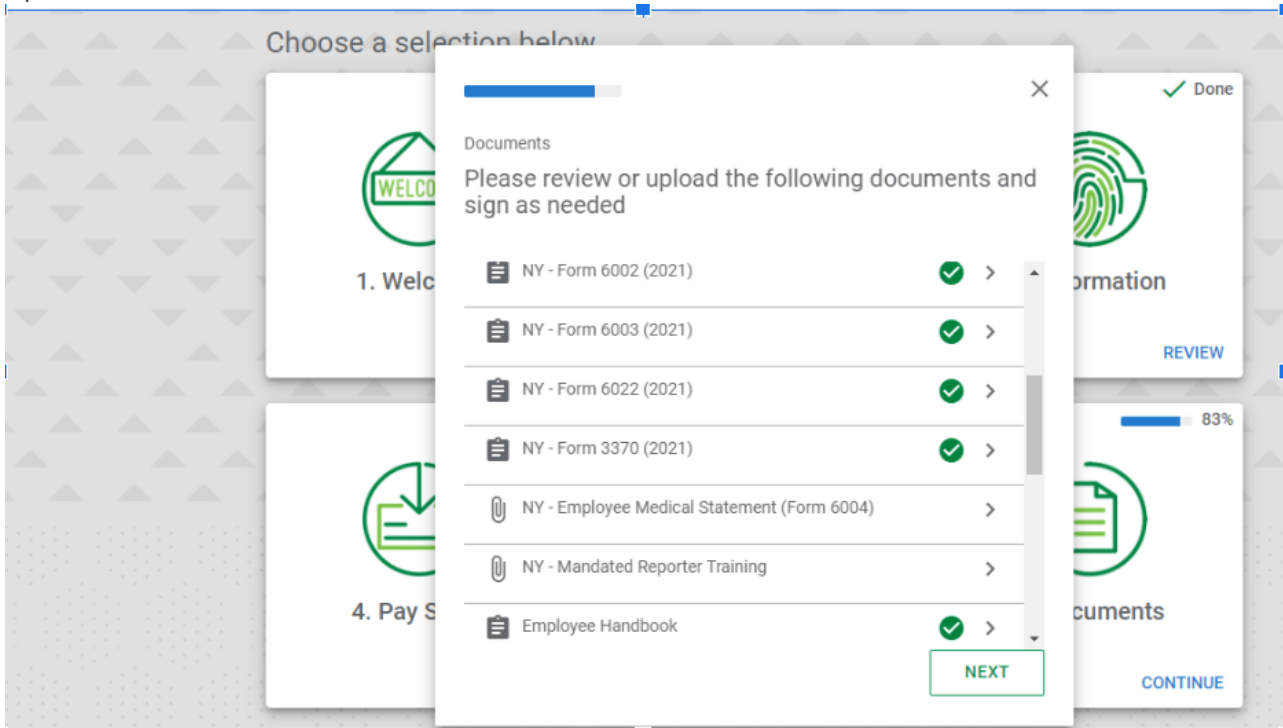
Step	Status	Last Action	IP Address	Device
Language Selection (English)	Complete	04/03/2023 10:24 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
Welcome Messages	Complete	04/03/2023 10:24 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
ESS Credentials	Complete	04/03/2023 10:26 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
Personal Information	Complete	04/03/2023 10:27 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
Direct Deposit Setup	Complete	04/03/2023 10:31 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
Tax Setup	Complete	04/03/2023 10:32 AM	68.133.43.205	Chrome 0.0 Win10 (Desktop)
Documents	In Progress	04/04/2023 12:20 PM	68.133.43.205	Chrome 0.0 Win10 (Desktop)

3. In most cases candidates are in progress on the documents tab. If you would like to know more details about what they are missing, you can click on the onboarding settings and click the "Eyeball" icon to view the onboarding from the candidates' perspective.

The screenshot shows the "Onboarding Settings" tab in the "New Hire Process" modal. It displays fields for Access, Cancel Process, Personal Email, and Primary Phone Number, each with a "Change" link. Below these is a "Send Invitation" button. At the bottom is a table with 5 columns: Invitation URL, Sent On, Expires In, Cancel, and View. The "View" column contains an "Eyeball" icon.

Invitation URL	Sent On	Expires In	Cancel	View
https://www.paycomonline.net/v4/ee/web.php/onboard/verify?token=YzE4MjM5NGUwZjY1ODcxNzhiOGYzNjJhYjk0ZmMyZGQ=	04/03/2023 09:05 AM	22 Days		

4. In this view you can click on each onboarding tile to see where they are at in the process. In the documents tile you will see a green check mark for documents that have been uploaded.



5. Once candidates have completed the onboarding process, the onboarding team will verify each document is accurate. If everything is correct the candidate will be hired into Paycom. If not, the onboarding team will reach out to the candidate via Workable with a new onboarding link and instructions on how to upload the correct documents.

Someone wants an employment verification, where to send them?

If another employer, or former employee asks for an employment verification form, We use The Work Number at [theworknumber.com](https://www.theworknumber.com) or [800-367-2884](tel:800-367-2884). Right At School's employer code is **20979**.