

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.

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