

Who do I go to for help in
Paycom?

In Paycom, you'll actually go to different people for help. Please use the chart below to determine who to direct your question to. This is also available for download as a PDF in the left-hand sidebar. If you are printing this out for your Program Site, please add in your Area Manager, their email, and their phone number to the bottom of this form.

Paycom Resource Doc - Field

This document outlines who to contact if you have a question in Paycom. Your Manager's name, email, and phone number are listed at the bottom of the form.

Onboarding & New Hire Questions – General

- Your Manager
- HR via the AskHere portal

New Hire Paperwork

- Your Manager
- HR via the AskHere portal

Tax Questions

- Your Manager
- A CPA or tax accountant
- The IRS
- Payroll via the AskHere portal (can only answer generally)

PTO/Sick/Time off/Leave of Absence

- Your Manager
- HR via the AskHere portal

Benefits/Reasonable Accommodations

- HR via the AskHere portal
- The Help Center in Paycom

Training Courses or Paths

- Your Manager
- The Training Team via Ask a Trainer

Payroll/Paycheck Issues

- Your Manager
- Payroll via the AskHere portal

Timesheets: Requesting Time Off, Missed Punches

- The Help Center in Paycom
- Your Manager
- Payroll via the AskHere portal

Pay Stubs

- Your Manager
- The Help Center in Paycom
- Payroll via the AskHere portal

Paycom Login or Clock-in Issues

- Your Manager
- Your Regional Director

Pay Rate/Merit Information

- Your Manager
- HR via the AskHere portal

AskHere Help Categories:

- Payroll
- Benefits
- Employee Information
- New Hire Questions
- Company Policy
- Feedback & Suggestions
- Report a Concern

RAS Employee Help & FAQ Website:

<https://wiki.rightatschool.com/books/payroll-help-for-employees>

MANAGER FOR THIS SITE: _____

EMAIL ADDRESS: _____

PHONE NUMBER: _____

Paycom's Help Center button links to a bunch of helpful, step by step system guides

