

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

