

# New Team Members FAQ

*Firstly, welcome new team members! We're so glad that you've made the decision to join us!*

We know there is a lot to learn when you join a new company. Here are some Frequently Asked Questions that may help you during your onboarding with us.

- **I cannot login to Paycom Employee Self Service (ESS). It says I have an invalid username.**

- Please check with your Area Manager that your Self Onboarding has been successfully completed. The invalid username usually occurs when your information is still in the Self Onboarding phase of Paycom.

- **I forgot my password for Paycom ESS.**

- Please click on the "Forgot Username or Password" link that is below the login button on the Paycom ESS sign-in page. If you cannot self reset your password, please reach out to your Area Manager for assistance.

- **When is my first paycheck?**

- We are paid biweekly (every other week) on Fridays. Please check out the [payroll calendar](#) for the next available pay date.
- In the rare event that you did not receive an expected paycheck, please send an email to [payroll@rightatschool.com](mailto:payroll@rightatschool.com).
- For more payroll information, please visit the Payroll section of our Right At School Wiki: [payroll info](#)

- **Where can I find my paystubs?**

- You can view/download/print your paystubs from Paycom ESS. After you login to your ESS, please click on View Pay Stubs in the Payroll section of ESS.

- **How do I enroll in health benefits?**

- To be eligible for health benefits, you have to work a minimum of 30 hours per week.
- If eligible as a new hire, you will see an option to enroll in the Benefits section of Paycom ESS.
- For more information, please go to our Benefits FAQ page here: [Benefits FAQ](#)

- **I need to verify my employment with Right At School for a bank/renter/agency/etc.**

- We have partnered with The Work Number to share your employment info with a verifier.
- Verifiers can go to [theworknumber.com](http://theworknumber.com) and use our employer code 20979. Or call

800-367-2884.

- **Other questions**

- If you have a question that was not answered above, you can use the Ask Here option in Paycom ESS. Click on the question mark [ ? ] icon in Paycom ESS after you login.
- If you have role specific questions (work schedule, etc.), please reach out to your direct manager.

*We look forward to seeing your success and growth with us!*



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