

# FREQUENTLY ASKED QUESTIONS ABOUT PAYCOM'S **EMPLOYEE SELF-SERVICE**



## WHERE DO I ACCESS EMPLOYEE SELF-SERVICE?

- Access Employee Self-Service at Paycom.com or through the Paycom app, available on the App Store® or Google Play®.
- Employee Self-Service in the mobile app includes everything you'd find on desktop, so you can use it on the go!

## WHO DO I CONTACT IF I FORGET MY USERNAME?

- Contact your company's HR department if you forget your username.

## WHO DO I CONTACT IF I FORGET MY PASSWORD?

- Click the "forgot password" link on the Employee Self-Service login screen and follow the prompts to retrieve your password. Or, contact your company's HR department.

## IS THAT A ZERO IN MY USERNAME?

- Your username will always start with the number zero (0). The additional letters and numbers will be a combination. A zero (0) is more narrow than an O, so that's how you can tell the difference.

## WHO DO I CALL FOR HELP?

- Contact your manager or your company's HR department for help.

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## WHERE CAN I VIEW MY PAY STUBS?

- Within Employee Self-Service, go to the "Payroll" tab and then select "View Pay Stubs." You'll find year-to-date totals and specific pay stubs from each previous payroll.

## I RECENTLY MADE A CHANGE TO MY BENEFITS/TAX STATUS. HOW WILL THAT AFFECT MY PAYCHECK?

- Under the "Payroll" tab, "Test Sample Paycheck" will allow you to hypothetically make a change to hours worked, deductions, tax information and more to see what your take-home amount would be.

## HOW WILL I KNOW IF I HAVE A TASK THAT NEEDS TO BE COMPLETED?

- In Employee Self-Service, a Notification Center appears on the right-hand side. This will alert and inform you of any specific tasks that have been assigned for you to complete.

## HOW CAN I GET TRAINING ON THE NEW SYSTEM?

- Paycom University is your go-to spot for easy, quick, on-demand training on every aspect of Employee Self-Service. To access these courses in Employee Self-Service, go to the "My Learning" tab and select "Paycom University."

