

Paycor Support Paths

Phone For urgent needs please call into our Support teams at 855.565.3285.

- Support Hours are Monday – Friday from 8 am – 8 pm EST
- Our peak call volume times and days are from 10 am – 2 pm EST Tuesdays and Wednesdays
- Clients will be prompted to enter their client ID. Once entered, please follow the prompts to be routed to the area of service you are needing
- *Preferred method of support*

Chat For quick asks, please leverage our chat option available within the Paycor Support Center.

- Support Hours are Monday – Friday from 8 am – 8 pm EST
 - If the Support Advocate cannot assist fully, they will open a case on your behalf or request that you call into Paycor Support
 - **Do use** Chat Support for low complexity inquiries such as:
 - When do I have to process my payroll
 - How do I add a new earring code
 - **Do not use** Chat Support for complex inquiries such as:
 - Requesting assistance with general ledger inquiries
 - Inquiries around tax notices or amendment details
 - EDI support or implementation assistance
- *Preferred method of support*

Support Center For less urgent matters, please send us a Support case using our Web to Case feature.

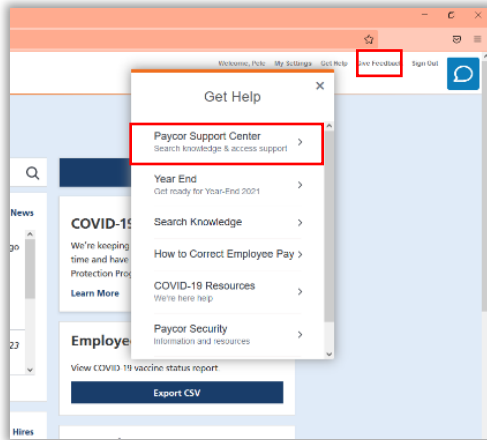
- Web to Case is open 24/7 for case submission
- Below, you will find the Web to Case steps on how to submit a case to Paycor Support

Note: Web to Case will be replacing email support in the coming months. Email is still supported at this time, however, email support has the longest turnaround time for assistance.

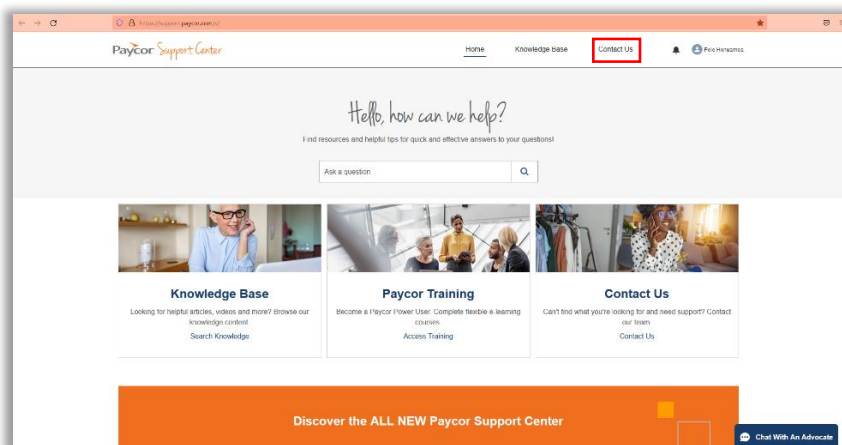
- If email support is used, please ensure that you include your Client ID in the subject line and applicable details, such as a summary of your support request, relevant employee examples and screenshots.
- Email support can be reached at Support@paycor.com

Web to Case Instructions:

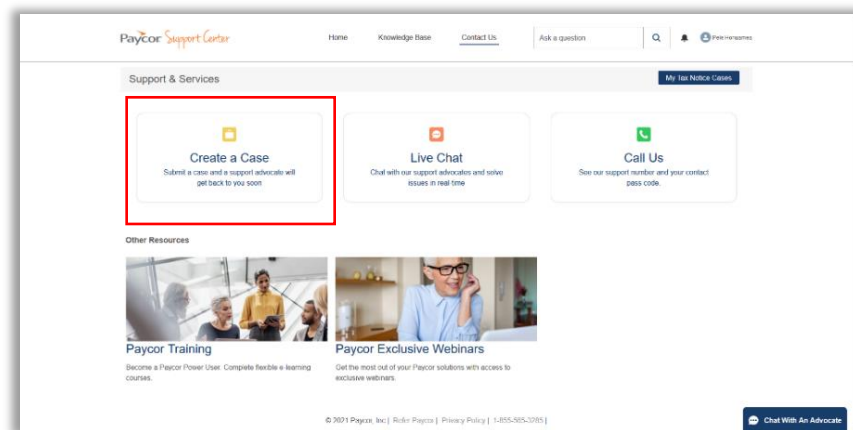
1. Select **Paycor Support Center** via Get Help in Perform or via <https://support.paycor.com/s/>



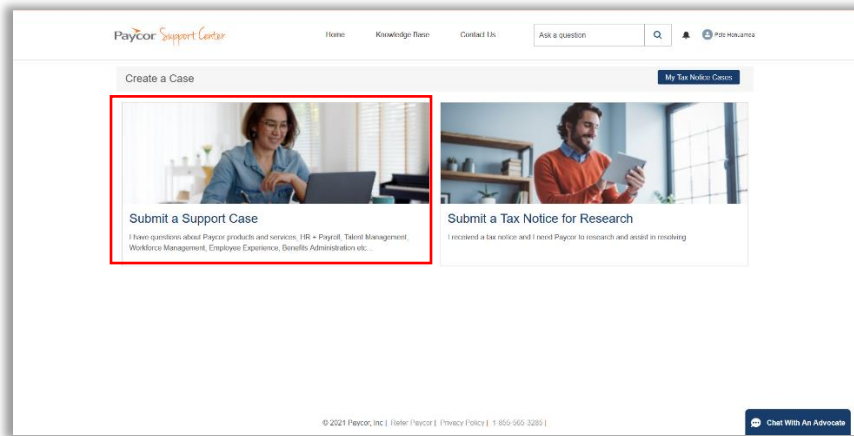
2. Select **Contact Us** at top of page navigation or from **Contact Us** module



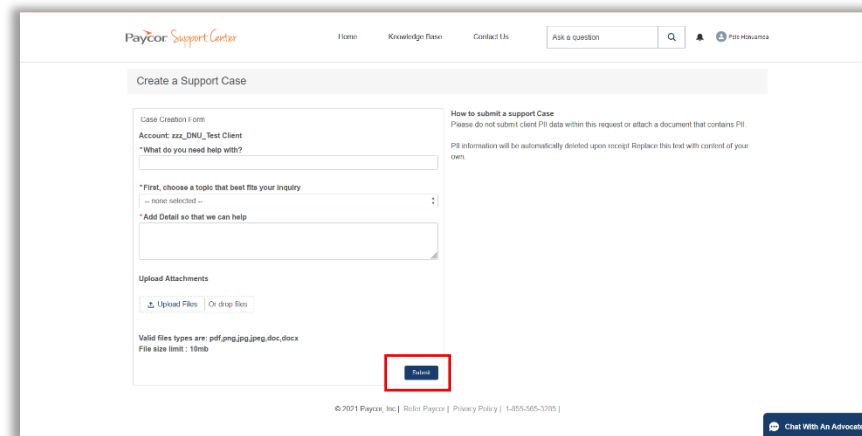
3. Select **Create a Case**



4. Select **Submit a Support Case**



5. Complete all required fields and click **Submit**



Ancillary Product Support These support paths apply only when those services have been subscribed to:

- **Wage Garnishment** order inquiries can be sent to Garnishments@paycor.com
- **Worker's Compensation** inquiries can be sent to WorkersCompServices@paycor.com
- **Tax Notices** must be sent via the [Support Center](#)
- **Learning Management** inquiries can be sent to PerformLMS@paycor.com
- **Recruiting (ATS)** Recruiting Support is available Monday - Friday from 9 am – 6 pm EST
 - There are two support channels available:
 - **Recruiting Support Team:** This team provides technical and educational support for applicant tracking clients (ATS).
 - **Email:** RecruitingSupport@paycor.com
 - **Phone:** (415) 593-1189
 - **Recruiting Billing Support Team:** ATS clients with billing-specific questions or cancellations.
 - **Email:** Recruiting-Billing@paycor.com
 - **Phone:** (855) 551-2042