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.

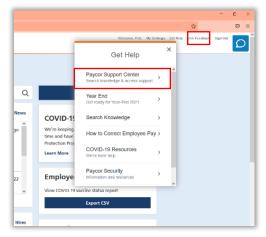
- Web to Case is open 24/7 for case submission
- Below, you will find the Web to Case steps on how to submit a case to Paycor Support

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.

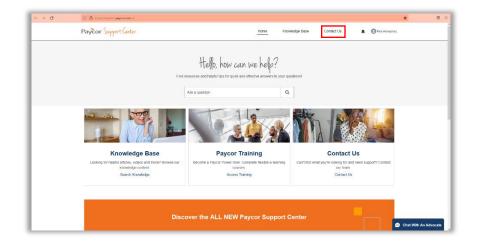
- If email support is used, please ensure that you include your Client ID in the subject line and applicable details, such as a summary of your support request, relevant employee examples and screenshots.
- Email support can be reached at <u>Support@paycor.com</u>

Web to Case Instructions:

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



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

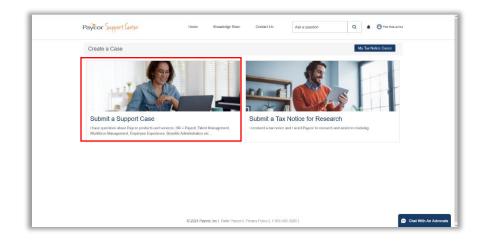


3. Select Create a Case

	-	My Tax Notice Cases
Create a Case Satiriti a case and a support advocate will get back to you soon	Live Chat Chat with non-support advocates and server issues in read stree	Call Us See our support number and your contact pages code.
Other Resources		
16		
Paycor Training	Paycor Exclusive Webinars	



4. Select Submit a Support Case



5. Complete all required fields and click Submit

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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 <u>WorkersCompServices@paycor.com</u>
- 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 ٠
 - There are two support channels available:
 - Recruiting Support Team: This team provides technical and educational support for applicant tracking clients (ATS).
 - Email: <u>RecruitingSupport@paycor.com</u>
 - 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 •

