

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 in the Apple App Store or Google Play.

Who do I contact if I forget my username?

- Contact your company's human resources 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 human resources department.

Is that a zero (0) or capital O in my username?

- Your username will always start with a 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.

How do I change my password or answers to security questions?

- You will be provided a temporary password and will be prompted to change it the first time you log in. At this time, you'll also be prompted to create security questions and answers.
- In the future, if you need to change your password or answers to security questions, you may do so in Employee Self-Service. Simply go to the My Information tab and then select Change Your Password or Change Security Questions.

Who do I call for help?

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

Where can I view my pay stubs?

- Within Employee Self-Service, go to the My 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 My Payroll, 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 Courses.

