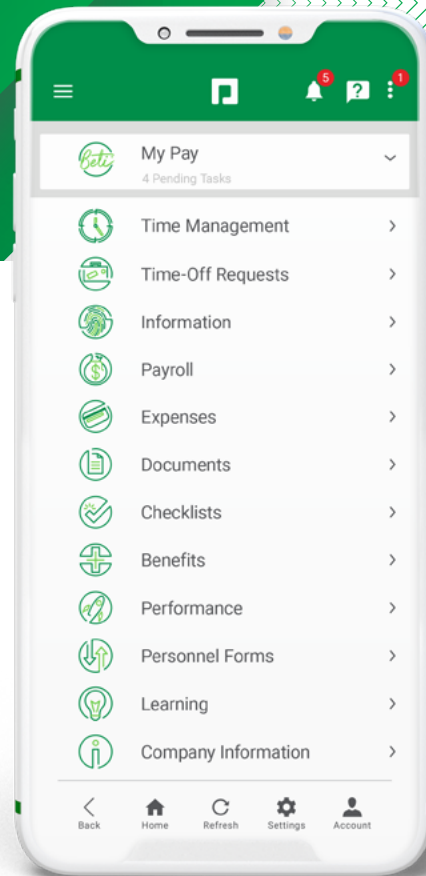


# FREQUENTLY ASKED QUESTIONS ABOUT PAYCOM'S EMPLOYEE SELF-SERVICE®



## Where do I access Employee Self-Service?

- » Access Employee Self-Service at [paycom.com](https://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 the desktop version, 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.
- » [Show Me How to Reset My 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.
- » [Show Me How to Reset My Password](#)

## 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 in Paycom, 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.

## 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 check?

- » 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.
- » [Show Me How to Update My Tax Info](#)
- » [Show Me How to Update My Dependents and Beneficiaries](#)

## 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."
- » Find a full library of Show Me How Guides by accessing the Help Menu within Employee Self-Service

## How do I get started?

- » [Show Me How to Verify My Phone Number for Two-Factor Authentication](#)
- » [Show Me How to Change My Language Preference](#)
- » [Show Me How to Update My Emergency Contact Information](#)

## Where can I approve my check?

- » Within Employee Self-Service, you will have a notification under "My Pay" at the top of your homepage.
- » It will compare your current check to the prior one.
- » Click the green "Approve Check" button if correct or click the blue "Ask Here" button if you have any questions or concerns.

## How will I know if I have a payroll error to correct?

- » As with check approval, you will receive notifications under "My Pay" of issues to resolve. Whether these involve your time sheet, PTO, expenses or otherwise, our software will guide you through fixing them.