



## How to Use the Paycor Support Center

The **Paycor Support Center** is your one-stop shop for everything Paycor!

When you have questions or need help—especially at year end—you can quickly and easily access our omni-channel support network that offers multiple ways to get in touch. Our Personalized Support Model provides the right resource with the right skillset to get you an answer and back to work ASAP.

Here are some tips to make your Support Center experience seamless.

### How to access the Support Center

- Sign into [Paycor.com](https://www.paycor.com) through your normal login process.
- At the top-right corner, click Get Help, and then select Paycor Support Center and follow the link provided.

### Searching for support articles

- When you log in to the Customer Support Center, our first question is “Hello, how can we help?” Just below that is the Search field.
- The Search field will work to find the best resources related to the terms you enter.
- As you type, common search term recommendations automatically appear.
- When you finish typing, press Enter and a full list of results based on the terms you entered appears. The default view is All Content, but you can select a specific resource type listed at the top.

### Troubleshooting

- **Login issues:** If you are having login issues, please give us a call at **855-565-3285**. An advocate will look into the issue and submit a work order if necessary.
- **Chat:** If you are chatting with an advocate and suddenly the chat box goes blank, this is a sign that there is a poor internet connection. You won't see the advocate's messages and they won't see yours. Check your connection and refresh your browser after you have confirmed that you are still online. This might allow you to reconnect to the same advocate, but there is also a chance that you will connect with a different Support Advocate. Don't worry! All advocates have access to chat history so you are not starting from scratch.

### Chat Feature

- At the bottom right corner of the Support Center homepage is the Chat With an Advocate icon. Click the icon and the Chat popup appears.
- In the Subject field, enter a few words to tell your advocate what you need assistance with (this also becomes the Subject of your case history when you want to reference it later in My Cases), and click Start Chatting.
- The popup updates indicating you are in the Chat queue.
- You can leave a chat at any time by clicking the X at the top-left of the popup.

### Support Cases

- You can submit a web-to-case form for any issues you need resolved.
- Navigate to [support.paycor.com](https://support.paycor.com).
- On the right side, click Contact Us. The Support & Services screen appears.
- Click Create a Case. The Create a Case screen appears.
- Fill in all applicable fields, then hit Submit.
- Your case will be assigned to an associate who can assist you.
- Once the issue has been resolved, your case will be closed.
- If you need further assistance once the case has been closed, and it's been less than five days since your Support case has closed, you can respond to the original case e-mail and the case will be re-opened to the original advocate.
- If you need further assistance once the case has been closed, and it's been more than five days since your Support case has closed, please open a new case in the Support Center.