

Choosing a Support Option



When should I call into Support?

- Calling Support at **855-565-3285** is the best option for speaking directly with a Support Advocate to troubleshoot system issues, receive technical advice, and for general questions.
- For **Urgent** items, including those that are critical to payroll processing or security, Clients should always **call** into Support.



When should I Live Chat Support?

- Chat Support with a live Support Advocate is an ideal option to address simple questions that do not require detailed work or advanced research. This channel is intended to quickly address questions and avoid call wait times.
- Chat Support is available to Client admin through the Paycor Support Center.



When should I submit a Web Case?

- Paycor's Web Case Creation feature allows Clients to easily submit support cases and Tax notices to the Support and Tax teams for assistance. Clients can easily describe their issue and attach related files when submitting a case.
- **All tax notices** should be submitted via a Web Case using the "submit a tax notice for research" option.
- This channel is ideal for **non-urgent** or complex questions that will require research and/or multiple product teams.
- Web Case is available to Client admin through the Paycor Support Center.

Pro Tip:

The support email address, support@paycor.com will eventually be deactivated. For the most efficient service, please utilize one of the other support options here based on your level of urgency.

The email taxresearch@paycor.com has been deactivated and all tax notices should be submitted through the Paycor Support Center.

