

Payroll FAQs – Using Paycom:

What should I do if I am having trouble logging into Paycom?

- You can access your Paycom account either online at paycomonline.net or through the Paycom mobile app, which is available for free download from various app stores.
- If you forget your username or password, you can click 'Forgot Username or Password?' on the login page of the website or app. This will allow you to generate an email to reset your information. If this does not work, please contact HR at hr@bellairetx.gov.

How can I change my username or password?

- Log into Paycom Employee Self-Service, select the 'Information' menu, and select 'Change Password or Username'. Make sure the tab at the top says, 'Security and Login' and then click either the 'Change Username' or 'Change Password' button.

How do I find my employee ID number and/or badge number to use on the timeclock?

- Log into Paycom Employee Self-Service, select the 'Information' menu, and select 'HR Information'. On this page you can see both your Paycom System Employee Code (i.e., employee ID) and your Badge Number (i.e., the number you use to clock in and out on the timeclock). These numbers should be the same. If they are not, please contact HR at hr@bellairetx.gov so the badge number can be updated.

How do I change my direct deposit?

- Log into Paycom Employee Self-Service, select the 'Payroll' menu, and select 'Direct Deposit'. You can add, remove, or edit your existing bank account information. Make sure to click 'Approve and Sign' to make sure the changes are saved.

How can I view or get a copy of my pay stub?

- Log into Paycom Employee Self-Service, select the 'Payroll' menu, and select 'View Pay Stubs'. This will show you a list of checks from the current year. If you click on a check, it will show you summary of the check and then you can click Print Pay Stub at the top if you would like a printable version.

How do I change my address and/or other contact information?

- Log into Paycom Employee Self-Service, select the 'Information' menu, and select 'Address and Contact Information'. You can update your address, phone number, email address, and emergency contact information on this page. Please note that this updated information does not automatically transfer to other platforms such as the benefits portal or retirement plans. Please log into www.benefitsinhand.com to update benefit carriers and www.mytmrs.com to update the TMRS retirement system.

How can I turn on notifications?

- Log into Paycom Employee Self-Service, select the 'Information' menu, and select 'Preferences'. Choose the 'Notifications' tab at the top and then toggle the bar next to 'Enable Push Notifications'. Below that, you can select which types of notifications you receive.

Where can I see my current pay rate?

- Log into Paycom Employee Self-Service, select the 'Payroll' menu, and select 'Pay Rates'. The 'Pay Rate Information' page shows your current rates and your last pay change date.

Where can I find my W-2?

- Log into Paycom Employee Self-Service, select the 'Payroll' menu, and select 'Year-End Tax Forms'. This will show you a list of available W-2 forms with the most recent at the top. If you click the view button (looks like an eye), it will generate a printable version of your W-2.

How do I fill out a new W-4 to update my tax withholding?

- Log into Paycom Employee Self-Service, select the 'Payroll' menu, and select 'Tax Setup'. This will show you your current tax setup including whatever information you last used when completing your form W-4. You can change any of the available fields and then make sure to press 'Sign and Update' at the bottom to ensure the change saves.

How do I request time off?

- Follow your departmental procedure for requesting time off through your supervisor. To use Paycom, please use the instructions below.
- Log into Paycom Employee Self-Service, select the 'Time-Off Requests' menu, and select 'Request Time Off'. The 'Time-Off Requests' screen defaults to the current month, but you can switch months by pressing the arrows at the top. Select 'Add Request' then fill out the required fields including Time-Off Type, Hours per Day, Start Date and End Date. You may add a brief comment on the 'Reason' line but please do not include any personal medical information. The comment will automatically transfer to the timecard if the request is approved. After you press 'Submit Request', a notification will be sent to your supervisor for them to review and either approve or deny.

How do I view my available time off (vacation, sick, etc.)?

- Log into Paycom Employee Self-Service, select the 'Time-Off Requests' menu, and select 'Time-Off Balances'. This will show your current accrual balances. Please note that comp time accruals are added manually after payroll is processed so there may be a delay in recently earned comp time being shown in the system.