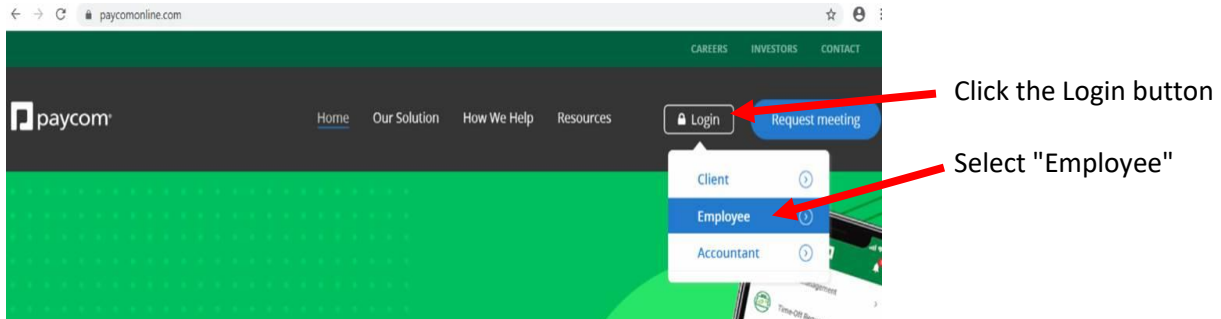


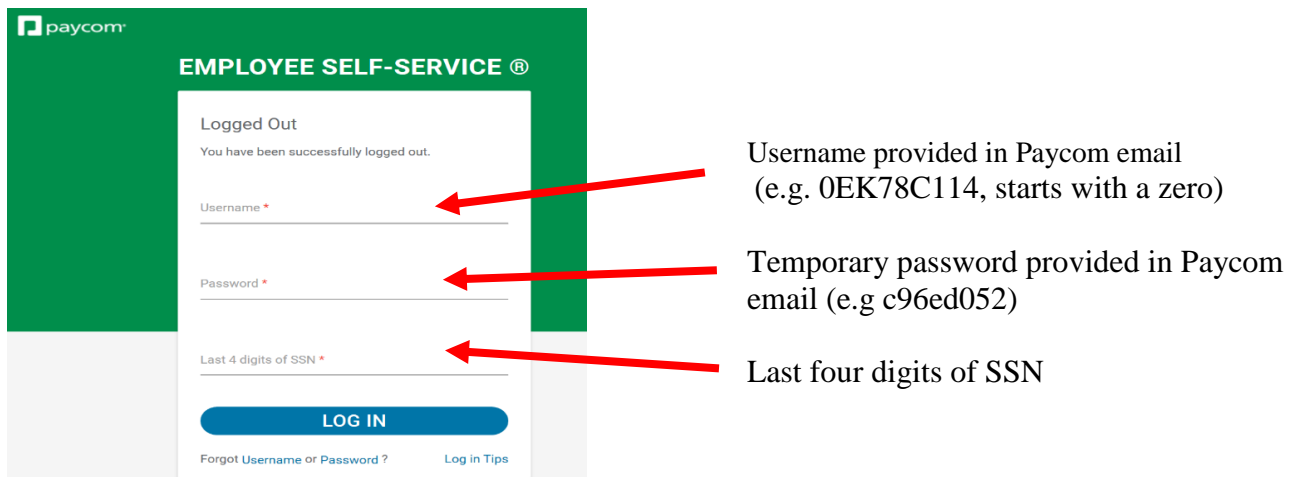
NOWCC's Transition to New Payroll System – Paycom Enrollee FAQ's

Accessing Paycom:

1. **Where do I access the Paycom system?** www.paycomonline.com *or* through the Paycom App, available in the Apple App Store or Google Play. Downloading the app on a smart phone or tablet is *optional* (but convenient if you'd like to enter your hours outside of work).



2. **What is my initial log-in for the Paycom system?** You will receive an email from Paycom - systemmessage@paycomonline.com - with a generic Username (e.g. 0EK78C114) and a temporary password. You will also need the last four digits of your SSN. These three items will get you into the system where you will be prompted to create a new password. **HELPFUL HINT: When logging in for the first time, copy & paste the provided log-in information. We suggest changing your Username to a valid email address in the Information tab.**



3. **Is it 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 random combination. A zero (0) is narrower than the O. When logging in for the first time, copy & paste the provided log-in information.
4. **How do I change my username, password or answers to my 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 username, password or answers to your security questions, you may do so in Employee Self-Service. Simply go to the **Information** tab then select Change Your Username, Password or Change Security Questions. **We highly suggest changing your Username to a valid email address.**
5. **I'm having trouble logging back into the Paycom system, what information do I need to log back in?** Your generic Username (e.g. 0EB79C116), your *new* password that you created when you initially logged in and the last four digits of your SSN. Within the system under the **Information** tab, you will have the option to change your Username from the generic one provided to your email address. Please reach out to NOWCC Payroll if you are having difficulty logging back into Paycom.
6. **I entered a landline in my personal information and it's asking me to verify by text message, now what?** You can keep the number the same and continue, you do not need to verify.
7. **I'm being asked to answer security questions each time I log-in, will this continue?** It may be requesting this information if you log in from a new computer for the first time or if you haven't completed the security questions initially. Please keep in mind that the questions are case sensitive.
8. **I'm stuck, who can I contact for help?**
You can always contact your NOWCC Field Office with questions. If you need further assistance, please contact:

NOWCC Payroll: Aleth Almelor, Stephanie Lee or Anna Langham

Phone: 703-558-4200 Option 2

Email: EMSpayroll@nowcc.org

Entering Time in Paycom

1. How do I enter my time into Paycom?

The screenshot shows the Paycom Time Management interface. A green navigation bar at the top contains the text "Click Time Management" with a red arrow pointing to the "Time Management" menu item. Below this, a grey bar contains "Click Web Approvals" with a red arrow pointing to the "Web Time Sheet" menu item. The main content area shows the "Time Sheet" tab selected for the period "Dec 07, 2019 to Dec 20, 2019". A yellow box labeled "Click Add Hours" has a red arrow pointing to the "ADD HOURS" button. Below the button is a table with columns: Date, Pay Code, IN, Allocation, OUT, IN, Allocation, OUT, Hours, Total Hours, Dollars, Comments, Missing Punch, and Delete. The table shows data for "Sat 12/07" and "Sun 12/08".


Once you click the Add Hours button, a box will pop up where you can select the days (or range), confirm your hours then click Add Hours in the bottom right corner.

The screenshot shows the "Add Hours" pop-up form. A yellow box labeled "Select the date or range" has a red arrow pointing to the date selection area, which shows "Day(s) 12/13/2019" and "to 12/13/2019". Another yellow box labeled "Confirm hours" has a red arrow pointing to the "Hours" field, which is set to "8". A third yellow box labeled "Click ADD HOURS" has a red arrow pointing to the "ADD HOURS" button at the bottom right. The form also includes a "Pay Code" field set to "Staff Payroll [STF]", an "Exclude Weekends" checkbox, and an "Add Comment" field. At the bottom, there are "CANCEL" and "ADD HOURS" buttons.

2. **What should my Pay Code be?** “Regular” should be your daily option, then you can select a different paycode option such as vacation, sick or LWOP. You can select from the drop box under Pay Code.
3. **How do I save my time once I enter my hours?** Your hours will automatically save each time you make an entry and click the Add Hours button. However, at the end of the pay period, you will click the “Approve Timecard” button to submit your final entries. This will turn your timesheet **YELLOW** and you will not be able to make any changes. When your Monitor logs into the system, they will know that your timecard is complete. Once your monitor approves your time, your timecard will turn **BLUE**, letting you know that your timecard has been approved and is ready for NOWCC Payroll to process. Need to make changes as any point? No problem, NOWCC or your monitor can “revoke” the timecard approval and this will open it again for you to make changes.
4. **Will my monitor receive an instant notification once I enter time and click the “Approve Timecard” button?** Not necessarily, but when they log-in, they will see that you have finalized your timecard and it’s ready for their approval. Monitors will also receive a scheduled notification as a reminder to approve timecards.
5. **Why can't I enter hours into the future?** For auditing purposes, entering regular hours in advance has never been permitted. Enrollees must only enter their hours worked. Hours can be entered each day, each week or at the end of the pay period. Each enrollee has up until Wednesday, *after the pay period ends*, to enter time. Your time can also be entered through the App on a smart phone or tablet or through any web browser (by going to Paycomonline.com).
6. **How do I enter my vacation hours for a future trip?** **You are now able to enter approved leave hours through the end of the pay period.** You can also enter your hours when you return or enter your hours from any web browser or the App. You can also ask NOWCC Payroll or your monitor to enter your vacation leave for you.
7. **Where can I view my leave balances in Paycom?** Starting 12/23, your leave balances will be transferred from ADP and you will be able to view them in the Time Off Request tab, select Accruals.
8. **Do I have to use the Time Off Request tab to request leave?** No, continue communicating leave requests to your monitor by email.
9. **Can I split my time like I had been able to in ADP?** Yes, simply make two entries for the day you’d like to split the time.
10. **How do I make changes to my timecard after my monitor approved my time?** The timecard will be locked but please contact your Monitor, NOWCC Payroll, or your NOWCC Field Office to “revoke” your timecard. You will then be able to make the necessary edits. **IMPORTANT: Once you make the edits, please email your monitor asking them to approve the timecard again.**
11. **What if all of my monitors are out of the office and no one is available to approve my time, will I still get paid?** Yes, NOWCC Payroll will approve the timecard then a monitor will have to approve the hours by email when they return.
12. **If I am out unexpectedly (sick leave or FMLA) and won't have access to the Paycom system, can my monitor enter my time for me?** Yes, your monitor will have access to entering your hours (similar to the ADP system).

13. **The Monitors listed in my timecard are not accurate, what should I do?** Please reach out to your NOWCC Field Office to confirm that we have the correct monitors on file for you.
14. **Can I enter my hours from my smart phone/tablet?** Yes, provided you downloaded the Paycom app onto your phone, available in the Apple App Store or Google Play, follow the same process you would from your computer. Click on Time Management, then Web Time Sheet.

Enrollee Self-Service Features: PLEASE NOTE: This is now where you will be updating your personal information in Paycom (i.e. address change, contact information, bank change, and withholdings). Changes will take effect immediately. If you do not have any changes, you do not need to do anything, your information will transfer from ADP.

1. **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 pay period.
2. **How do I make changes to my withholdings?** Payroll tab then select Tax Setup.
3. **How can I access my W-2's?** Payroll tab then select Year-End Tax Forms. You will also have access to W-2 information within ADP for up to three years (but please download any documents from ADP that you anticipate you'll need).
4. **I recently made a change to my benefits/tax status, how will this affect my paycheck?** Under 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 will be.
5. **How will I know if I have a task that needs to be completed?** A notification appears in the top right corner. This will alert and inform you of any specific tasks or forms requested. 
6. **I clicked on the bell and I'm being asked to complete Benefits documents? I thought NOWCC already had this on file, do I need to complete again?** Not at this time, your information from ADP will transfer over and you will see it on 12/23. If you need to make any changes, then you will enter these changes in this section.



Additional Questions:

- **Will I still have access to Lifemart discounts that we had available in ADP?** You will have access to these discounts for up to three years within ADP.
- **Where can I go to learn more about my Paycom options?** Paycom University is your go-to spot for easy, quick, on-demand trainings on all aspects of the Employee Self-Service. Go to My Learning tab and select Paycom University Courses.

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