

How to Submit an HR Issue

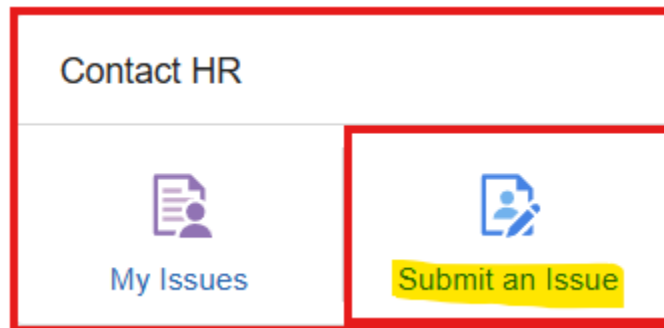
Use the Contact HR feature in Paychex to submit a question, request, workplace incident, or other HR-related matter.

Before you begin: Have any supporting documents ready to attach.

1

Open Contact HR

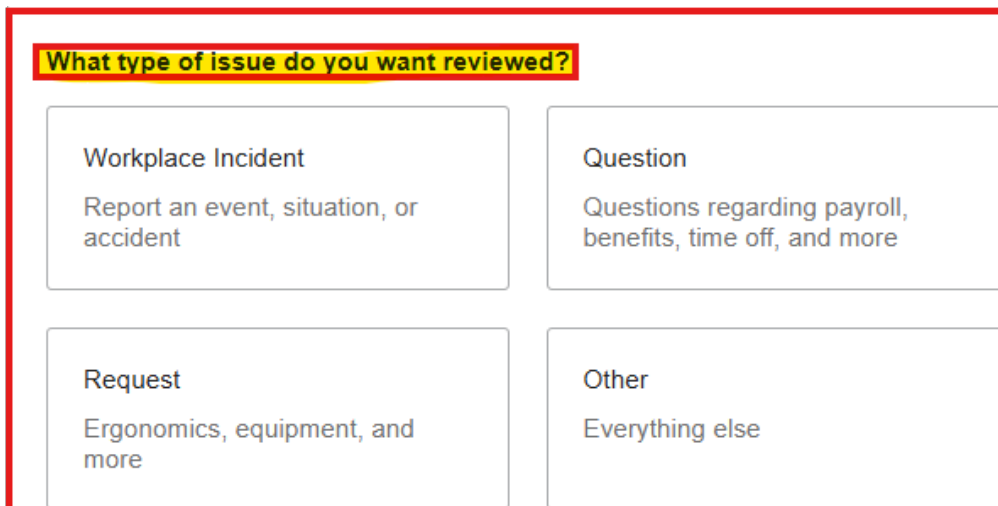
From the Contact HR tile, select Submit an Issue.



2

Choose the issue type

Select the option that most closely matches your reason for contacting HR: Workplace Incident, Question, Request, or Other.

A screenshot of a form titled 'What type of issue do you want reviewed?'. The title is highlighted in a yellow box. Below the title are four options arranged in a 2x2 grid, each in a white box with a thin border. The options are: 'Workplace Incident' (Report an event, situation, or accident), 'Question' (Questions regarding payroll, benefits, time off, and more), 'Request' (Ergonomics, equipment, and more), and 'Other' (Everything else). The entire form is enclosed in a red rectangular box.

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Choose who the issue is for

Select Someone else when you want to share the ticket with your supervisor or director. Select Myself when the ticket should be restricted from your supervisor or director.

Who are you submitting this for? *

If submitting for someone else, they will be able to see the issue.



Myself



Someone else (shared)

Note: Selecting Someone else shares the ticket with the person you choose. Selecting Myself keeps the ticket restricted from your supervisor or director.

4

Add other individuals or witnesses

If other individuals are involved, add them under the category that best matches their role in the issue.

This is confidential. Add any individuals that are relevant to this issue. While information from the issue may be used when communicating with involved parties, they will not see it.

Are there any other individuals involved?



Add Individuals

Were there witnesses?



Add Witnesses

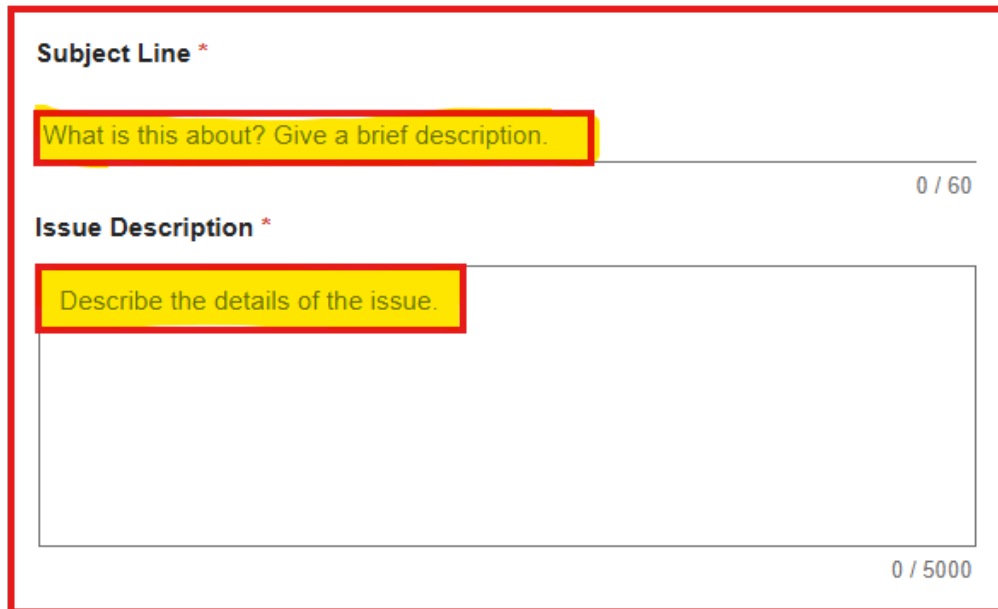
Note: Individuals added in this section will not have access to the ticket information. They are listed only as individuals involved or as witnesses.

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5

Enter the subject and description

Add a brief subject line that summarizes the issue. In the description, provide the relevant details HR will need to review and respond.



The screenshot shows a form with two main sections. The first section is labeled "Subject Line *" and contains a text input field with the placeholder text "What is this about? Give a brief description." and a character count "0 / 60". The second section is labeled "Issue Description *" and contains a larger text area with the placeholder text "Describe the details of the issue." and a character count "0 / 5000". Both sections are highlighted with a red border.

6

Attach supporting documents

Select Add Documents to upload any relevant files, screenshots, forms, or other supporting information.



The screenshot shows a section labeled "Attachments" with the text "Upload any relevant documents." and a button labeled "Add Documents" with a yellow plus icon. The section is highlighted with a red border.

7

Save the issue

Review your information for accuracy, then select Save to submit the HR issue.



The screenshot shows a blue button labeled "Save" with a red border.

After saving, you can return to Contact HR > My Issues to review your submitted ticket and any updates.