

**1. Why is Pay Rate showing as \$1.00?**

If there is no chosen Service Code or the Service Code chosen does not have an associated budget, then the payrate will show as \$1.00.

**2. My credentials do not work when logging in. What do I do now?**

Be sure you are signing in as 'Client' if you are the Employer. Sign in as 'Employee' if you are an employee. Ensure that you are entering the *number* 0 (zero) and not the *letter* o. Your temporary password expires after 48 hours. Your temporary password will need to be reset if you have not logged in within the timeframe. Password resets must be initiated by contacting [PaycomHelp@thearcCCR.org](mailto:PaycomHelp@thearcCCR.org).

**3. Can I login as Client on Mobile App?**

Client/Employer functionality on the mobile app has been released as "Manager-on-the-Go". Client/Employer can also access Paycom website from your smartphone or tablet using a browser (Safari, Google, etc.)

**4. Where are my credentials? I sent in my Timekeeping Selection Form but have not received my credentials.**

Please send your Timekeeping Selection Form to [FMSPayroll@thearcCCR.org](mailto:FMSPayroll@thearcCCR.org). Please allow one week for processing credentials. New Hires will need to be cleared before credentials are sent to them.

**5. I've been locked out of my account. What do I do now?**

After a few failed login attempts, the system will temporarily lock your account for security reasons. You will need to reach out to us at [PaycomHelp@thearcCCR.org](mailto:PaycomHelp@thearcCCR.org) to have a temporary password sent to you.

**6. I lost/forgot my username and/or password. What do I do now?**

Your username is system generated. Please contact [PaycomHelp@thearcCCR.org](mailto:PaycomHelp@thearcCCR.org) for your Username. If you forgot your password, please contact the [PaycomHelp@thearcCCR.org](mailto:PaycomHelp@thearcCCR.org) for a temporary password.

**7. Will there be any Paycom training sessions?**

We worked diligently to create step by step instruction sheets with screen shots and made them available on our website. Most people report having no difficulty after using the instructions. As we move forward with the implementation of e-timekeeping, we will continue to assess the need for additional training. Should additional training be created, we will send an FMS Notice by email to all those signed up for our communication. If you are not signed up to receive FMS communications, please do so on our [webpage under "sign up for FMS updates"](#).

**8. Can I change my Username?**

Your username is system generated and cannot be changed.

**9. Can I reset my password?**

For security purposes, passwords will need to be reset by [PaycomHelp@thearcccr.org](mailto:PaycomHelp@thearcccr.org). We apologize for the inconvenience.

**10. What is a Department Number?**

Department Numbers are unique employer identification numbers issued by The Arc CCR FMS Team to each participant. The Participant's department number can be found on their statement.

**11. How do I change time that has been entered and approved?**

If time has already been entered and approved, you will see at the bottom of the timesheet "Pay-Period Approvals." Select the trashcan icon to the right (this will unlock the timesheet for editing). Next, click the time for the specific date you want to edit. This will allow you to adjust the times or to assign the Service Code. Be sure to select [Update Punch] when adjustments are made. You can also select the trashcan for each day if the times are incorrect; however, this will require re-entering the times for those days.

**12. Where are Sick & Safe/Leave accruals?**

At this time, that functionality is not available. We hope to have accrual tracking set up very soon, likely by early October.

**13. How do I add a New Service Rate? If a new Service Rate needs to be added, please inform Payroll so they ensure the new rate is addressed.**