

Submit an HR Ticket in Paychex Flex

For non-emergency HR related questions please utilize the Paychex ticket system. This system is designed to address tickets in the order that they are received. Please allow the HR Department a minimum of three business days to respond to your ticket.

To report an HR issue, employees can submit a support ticket directly through the Paychex Flex system. Follow the steps below:

1. **Log in to Paychex Flex**
Go to www.paychexflex.com and log in using your username and password.
 2. **Locate “Contact HR” on your Dashboard**
Select **Submit an Issue**.
 3. **Select the Topic**
Choose the most appropriate option for your issue: Workplace Incident (ensure you complete an injury form first), Question, or Other.
 4. **Enter the Details**
Provide a brief but clear description of your issue or question. Include any relevant dates or documentation if needed.
 5. **Submit the Ticket**
Review the information and click **Save**. You’ll receive a pop up at the top of the screen that your case has been logged.
 6. **Follow Up**
You can view the status of your ticket and any responses under the **“My Issues”** tab on your dashboard.
-