

Calling Payroll? We're adding another line ^[1]

October 14, 2015 by [Employee Services](#) ^[2]

In an effort to better support HCM Community Members before, through and after the upgrade, the Payroll team is adding a new option to the Payroll queue when you call Employee Services starting Oct. 26.

All employees will continue to dial 303-860-4200, and press option "2" to reach Payroll from the Employee Services main line. A new prompt asks general employees to press "1" and HCM Community members to press "2."

This means HCM Community members will have their own dedicated help line for CU Careers and HCM questions. Payroll counselors will service this line in addition to payroll questions from general CU employees.

Adding this new line will streamline service for everyone. To allow time for counselors to train in the new system, Payroll has modified their October phone schedule. Check it out [here](#) ^[3], or visit the [Payroll website](#) ^[4].

[HCM](#) ^[5], [HCM Community](#) ^[6], [payroll](#) ^[7]

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Links

[1] <https://www.cu.edu/blog/hcm-community/calling-payroll-were-adding-another-line>

[2] <https://www.cu.edu/blog/hcm-community/author/3792>

[3] [https://www.cu.edu/sites/default/files/pages/75496-](https://www.cu.edu/sites/default/files/pages/75496-Payroll%20Call%20Center%20hours%20changing%20this%20October/docs/Payroll-Team_Oct-Phone-Schedule-Changes.pdf)

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[4] <https://www.cu.edu/employee-services/employee-payroll>

[5] <https://www.cu.edu/blog/hcm-community/tag/hcm>

[6] <https://www.cu.edu/blog/hcm-community/tag/hcm-community>

[7] <https://www.cu.edu/blog/hcm-community/tag/payroll>