

Frequently Asked Questions

Do I have to create a Paycor account?

All employees (faculty, staff and students) who anticipate being employed by Xavier University after June 1, 2024 **must** create a Paycor account, add a direct deposit account and update their tax information. Failure to create an account and add direct deposit/tax information will result in a delay in receiving a paycheck.

What is Xavier's access code that I enter when creating my account?

Xavier's access code is **168390**.

Why is it recommended that I use a personal email account?

Employees can retain access to their Paycor account even after leaving Xavier employment. Your Paycor account can be used to reference earnings and obtain an electronic copy of your W2 form. Using a personal email assures continued account access.

Can I use my Xavier username for my Paycor account?

Yes, if the username is available. Depending on the commonality of your name, the username may be taken by another Paycor user already. If that is the case, you will need to create a different username.

Can I use the same Microsoft Authenticator app for Paycor that I use for my Xavier accounts?

YES!

When setting up your account, the security options are:

- **Authenticator** (preferred method)
- **Phone** (can be text or voice)
- **Email** (automatically set up for any new user)

Note: Having **at least two options available** is helpful in case a user does not have access to one at a given point in time.

If you choose to use Authenticator:

- On your cell phone, open your MicroSoft Authenticaor app
- Selct the "+" sign in the top right
- Select "Personal Account"

- Select “Scan QR code”
- Scan the QR code with your mobile phone. This prompts the entry of the rolling code from the authenticator (it changes every 30 seconds).
- In the Confirm Authenticator code window (on your computer), in the Enter Code field, enter the code on your app
- Select “Verify”
- The Authenticator is set up and verified.

My direct deposit and tax information is already on file in Banner. Why do I need to re-enter it in Paycor?

This information is not being transferred from Banner to Paycor so all employees will need to enter their direct deposit and tax information. Additionally, it is good practice for employees to review their tax withholdings to ensure they still align with their current situation.

Where do I find directions for setting up my direct deposit information?

Support documents for entering your direct deposit information are located on the [XU Payroll webpage](#). This website also provides information on entering tax information and how to locate your current direct deposit and tax information Banner Self-Service.

Why is my job information either incorrect or incomplete on my Paycor account?

The site is still in development and some information such as department, job title, etc. has not been loaded and will not be visible or will not display accurately at this time. Current employee data should be updated by mid-June.

I have a Paycor account with another employer. Do I need to create a new Paycor account?

If you have previously created other paycor.com accounts, you can merge those with your Xavier account access code. Information can be found [here](#).

I created my account and forgot my password. How can I reset my Paycor account password?

Contact Xavier’s Office of Human Resources at hr@xavier.edu to have your account password reset. Passwords can only be reset for your [Xavier](#) Paycor account.