Contact Us

How to Request Support

Please Note

• Payroll and Tax service questions (tax withholdings, direct deposit, and labor distribution), please see: [https://www.dfa.cornell.edu/payroll](https://www.dfa.cornell.edu/payroll)

• Foreign National information: [https://www.dfa.cornell.edu/tax/foreignnationals](https://www.dfa.cornell.edu/tax/foreignnationals)

1. **Online Help:** Please check to see if your question or issue is covered in the [Workday online support](https://www.dfa.cornell.edu/tax/foreignnationals) resources ("Help For Employees and Managers" above)

2. **Your Workday Representative:** If your question or issue is not covered in our online resources, please contact your Workday college or unit representative for assistance.

3. **HR Information Systems Help Desk:** If your question is still not resolved, you may contact the HRIS help desk in one of two ways:
   - Send an e-mail request to [hrpayrollsupport@cornell.edu](mailto:hrpayrollsupport@cornell.edu).
   - Call 607-255-8828 from 8:00 a.m. to 12:00 pm, Monday-Friday and 1:30 p.m. to 4:00 p.m. Monday, Wednesday, and Thursday.