Human Resources

Support

How to Request Support

1. If you need assistance with a day-to-day operational issue\(^1\), please check to see if your question or issue is covered in the Workday online support resources found within the site navigation (ex. For Employees and Managers) tabs, above.
2. If your question or issue is not covered in our online resources, please contact your appropriate [College or Unit HR Workday Liaison](#) directly for assistance.
3. 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 9 a.m. to 12:00 pm, Monday-Friday and 1:30 p.m to 4:00 p.m. Monday, Wednesday, and Thursday.

\(^1\) Note: Examples of operational issues include procedural or "how" questions, such as "How will a job change be handled?" or "How will payments be processed?" or "How will workers comp be reported?"