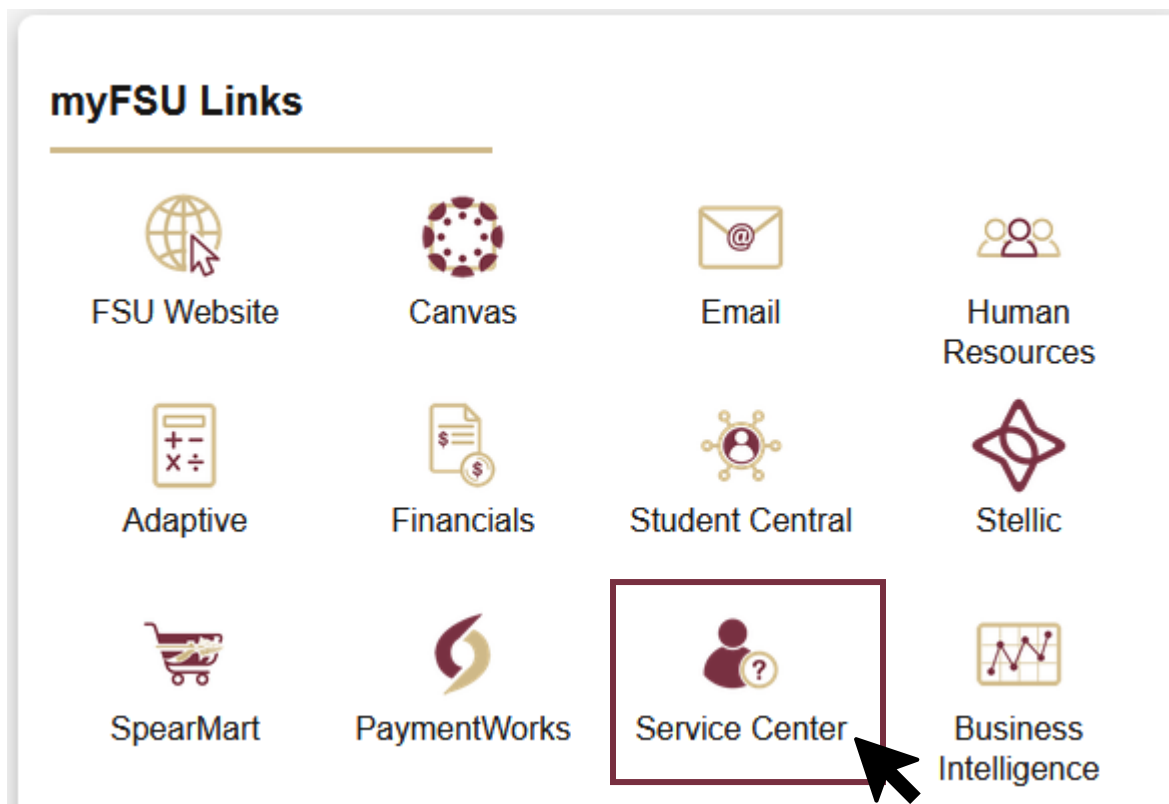


Submitting a Payroll Case in Salesforce

1. Log in to the myFSU portal using your FSU credentials.
2. Under the myFSU Links menu on the left side of the homepage, select **Service Center**.



3. Click on the **Request a Service** icon.



4. In the **What do you need help with?** field in Case Overview section, enter the word "Payroll" and select the appropriate category from the drop-down.

Case Overview

Tell us what you need.

*** How can we help you?**

I am requesting a service

Type a keyword below and select the best match or select "Something else" if you cannot find what you need.

*** What do you need help with?**

🔍

📄
Payroll Taxes > 1042-S Forms

📄
Payroll/Paycheck > Missing Payment

📄
Payroll/Paycheck > Overpayment

📄
Payroll Taxes

📄
Payroll/Paycheck

📄
Payroll/Paycheck > Underpayment

📄
Payroll Taxes > W2 Forms

📄
Payroll Taxes > Withholding Taxes

Note: For general inquiries, select **Payroll/Paycheck**.

5. Under the Case Details section, perform the following actions:
 - Enter a brief title for your request in the **Subject** field. Please be specific with the inquiry or who it is for. For example: *"I need help with payroll encumbrance"* or *"Overpayment – Mickey Mouse."*
 - Enter a detailed description of your issue in the **Description** field. Make sure to include important details for your request, including the employee's name and EMPLID.

- (Optional): Click **Upload File** or drop a file to attach supporting documentation (Max 1 file, up to 5 MB) under the **Attach File** section.

Case Details

Tell us a little more about this issue.

*** Subject**

Description

Attach File

Or drop a file here

(1 file per case, Max: 5 MB)

Formats: Formats: bmp, csr, csv, doc, docx, jpeg, jpg, pdf, png, ppt, pptx, stl, tif, tiff, txt, xls, xlsx, xlsx)

6. In the **Contact Details** section, verify your information and select your preferred method of contact (Email, Phone, or Teams) from the **Preferred Contact Method** drop-down.

Contact Details

Tell us how to contact you.

*** First Name**

*** Last Name**

*** Preferred Contact Method**

*** Email**

*** Phone**

7. If everything is correct, click **Submit**. A Payroll representative will review your case and follow up with you.