



EOFY Support 101

EOFY is a busy time for payroll professionals. This is a practical guide to help you submit support requests in the best possible way for the quickest possible resolution during this time.

IMPORTANT INFORMATION:

To submit a Support request [online](#), you must be listed as a full access user in the 'Manage Users' tab and using an authorised email address. To check that your email address is set up correctly, navigate to 'Payroll Settings' and select 'Business Management' > 'Manage Users'. For more information, please view the [Manage Users Overview](#) article.

Before contacting us

Check out the EOFY Support Page for answers to the most common questions and helpful guidance.

[Learn more →](#)

Having issues with lodgement errors and warnings? Read our troubleshooting guide on how to resolve the most common errors our customers face.

[Learn more →](#)

Contacting Support during EOFY – Top Tips

- **Submit EOFY Support requests [online](#)** and our dedicated EOFY team members will prioritise requests by urgency and serve you as quickly as possible.
Note: if you are an Employment Hero Platinum customer, you can phone the main support line for assistance. Our friendly Support team will ensure you are speaking to an EOFY expert, or will organise a call back during busy periods.
- **Always include “EOFY” at the start of the 'Subject'** of all end-of-financial-year queries. This helps our team to spot EOFY tickets quickly and attend to requests that come through.
- **Keep EOFY support requests separate from all other queries.** This will ensure your EOFY-related request is responded to by our dedicated team. **Note:** Should you have a non-EOFY query, we will create a new general support request on your behalf.
- When completing the request form, **include as much information as possible** to avoid delays in our team understanding your challenge. We recommend including screenshots, the URL of the page you are on, users affected, and the steps you were taking when you had the issue.

We are here to help you

Our support team are here to help you with the processes you will complete within the platform. Sometimes we receive requests asking us to process a finalisation event or give tax advice. **Remember:** *Our team are not Tax or Financial advisors.*

We are here to:

- Walk you through challenges you are facing in the platform
- Troubleshoot any errors you are seeing in the platform
- Explain the steps you need to take in the platform if our support articles have not made sense

We are unable to:

- Assist with the reconciliation of any data. Please view our [End of Year Reconciliation](#) article and/or reach out to your financial advisor if you require assistance with this.
- Walk you through the finalisation process via a phone call or screen share. We do have an incredibly helpful video (Coming Soon) that will assist you in easily navigating the steps, as well as our [EOFY Support Page](#).

This will be an incredibly busy time, so please plan ahead and allow additional time to receive a response to your support request.