

# What to Expect Working with Our Service Team

## Obsidian HR's Service Team

Obsidian HR's dedicated Service Team will field all your first-line questions and strives to get you the information you need as quickly as possible. This document outlines what to expect when working with our Service Team.

### General Questions

Obsidian HR's Service Team answers questions sent via email to [help@obsidianhr.com](mailto:help@obsidianhr.com) and phone calls received at 303-802-2055.

### Payroll Questions

Obsidian HR created a document for employees, "What to Expect with Payroll Processing," which includes more details about the payment process. Your employer will be able to answer questions about specific pay items, such as hours worked, time off, deductions, or pay changes. Obsidian HR cannot change these areas, as your employer controls and verifies the information. Should an error occur, Obsidian HR and your employer will work closely to find a resolution. However, Obsidian HR will gladly answer questions about your paystub, where to locate pay-related items on isolved, and help you reset your password.

### Supportive HR Team

You may feel uncomfortable as an employee voicing concerns about workplace issues. Our Service Team can connect you with our Human Resources Consultant to support and guide you through any formal reporting process. Please call us at 303-802-2055 or email us at [help@obsidianhr.com](mailto:help@obsidianhr.com) to connect with your needed resources.

### Workplace Safety

Obsidian HR takes workplace safety seriously. Work-related incidents and reporting procedures received by our Service Team will be immediately directed to our Center of Excellence for Workplace Safety. Employees should request information on how to file a worker's compensation claim through their employer.

### Obsidian HR is Here to Help

If at any time you are unsure where to direct your question, please reach out to Obsidian HR at [help@obsidianhr.com](mailto:help@obsidianhr.com) or 303-802-2055 and we will help you or connect you with the resources you need.