



EDC Frequently Asked Questions (FAQs)

Q1: How can we reach Employee Direct Connect (EDC)?

A1: You can contact the EDC through email, via the phone, or with the EDC app.

Q2: How quickly can I get a response?

A2: First reply time is within four (4) hours. Resolution time depends on the inquiry and what is needed to resolve or answer the question. Representatives will follow up with updates within a 24-hour period.

Q3: What are some examples of what we can utilize the EDC for?

A3: Examples include *I need help logging into my payroll system.; Where can I find a copy of our paid time off policy? I have questions about my benefits, can you help me?*

Q4: What are the EDC hours of operation?

A4: Monday through Friday from 8 am – 8 pm EST

Q5: What should I expect to happen when I send an email to the EDC?

A5: Once you submit your question via email, you will receive an automated response that acknowledges receipt of your email and explains you will get an answer shortly. Please double-check the spelling if you send an email and do not receive an automated response.

Q6: What should I include in an email to the EDC?

A6: Your Full Name, Company, Phone number (preferred), and a brief description of inquiry.

Q7: What languages do the representatives speak?

A7: The EDC has representatives who are bilingual in English and Spanish to assist with inquiries.

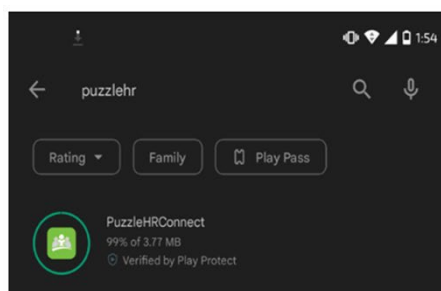
Q8: How do I download the EDC app on my smartphone?

A8: Step 1. Go into Google Play Store or the Apple Store and type in “PuzzleConnect.”
Step 2. Download the PuzzleConnect app
Step 3. Follow the instructions and input your work email
Step 4. A confirmation code will be sent to the work email
Step 5. Enjoy using the PuzzleConnect app!

Q9: What if I have trouble finding or registering once I download the app?

A9: If you have any issues registering for the app, email employeesupport@puzzlehr.com or call 872-250-0553.

Google Play Store



Apple Store

