

2025 QuickBooks® Payroll Support Contact Directory

Your comprehensive guide to reaching QuickBooks Payroll support representatives quickly and efficiently.

Call at : +1-888-470-1194

[Call Support Now](#)

[Start Live Chat](#)



Primary Support Phone Numbers

1

Main Support Line

1-888-470-1194

Available 24/7 for all QuickBooks Payroll users. This should be your first contact for most issues including setup problems, technical errors, and billing questions.

2

Alternative Number

+1-833-677-8666

Use this alternative line if the main number has long wait times or if you're calling from outside the continental United States.

Digital Support Options

Live Chat Support

Access live chat support directly through your QuickBooks account by clicking the question mark icon in the top right corner, then selecting "Chat with us." Available Monday-Friday, 6am-6pm PT.

Live agents can handle most issues except account security changes, which require phone verification.

Email Support

For non-urgent matters, email support at payroll@quickbooks.com. Include your company name, QB account number, and detailed issue description for faster resolution.

Typical response time: 24-48 business hours. Best for documentation-related issues.

Issue-Specific Support Channels

Tax Form Issues

1-833-677-8666 (Select Option 2)

For W-2, 1099, quarterly filings or tax notice assistance

Direct Deposit Problems

1-888-470-1194 (Select Option 3)

For immediate help with failed or delayed direct deposits

Account Security

1-833-677-8666

For login issues, password resets, or suspected unauthorized access

Prepare Before You Call

Having the right information ready before contacting support can significantly reduce your resolution time. QuickBooks representatives will need to verify your identity and gather basic information about your issue.

Checklist:

- Your QuickBooks account number
- Company name and EIN
- Admin user email address
- Specific error codes (if applicable)
- Screenshots of issues (for chat/email)



Best Times to Contact Support

Strategic timing can dramatically reduce your wait times when contacting QuickBooks Payroll support.

Shortest Wait Times

Tuesday-Thursday, 7am-9am ET or 2pm-4pm ET typically have the lowest call volumes and shortest wait times.

Avoid These Times

Monday mornings, Friday afternoons, and the first week of any month generally experience peak volumes with 30+ minute wait times.

Self-Service Support Resources



Knowledge Base

Access hundreds of step-by-step articles and tutorials at help.quickbooks.com/payroll. Searchable by topic with detailed screenshots.



Video Tutorials

Visual learners can find guided video walkthroughs on the QuickBooks YouTube channel, covering common payroll procedures and troubleshooting.



User Community

Connect with other QuickBooks users and certified ProAdvisors at community.quickbooks.com who can often provide quick solutions to common problems.

Escalation Process

If your issue isn't resolved after initial contact, you have options to escalate your case. The QuickBooks Payroll escalation team handles complex issues that frontline support can't resolve.

- ① Always note your case number when speaking with support. This is essential for escalation and follow-ups.

How to Escalate:

1. Request a supervisor during your initial call
2. Email escalation@quickbooks.com with your case number
3. Request callback from a senior specialist
4. For urgent matters, ask for "Tier 2 Support" specifically