

A man and a woman are sitting at a table in a meeting. The man is on the left, looking towards the woman on the right. They are both smiling. There is a laptop on the table in front of the woman, and a glass of water in front of the man. The background is a bright window.

marketpay

# Support resources for MarketPay Customers

Organizations of all sizes rely on Payscale to help establish, maintain and improve their compensation programs. The Payscale community consists of more than 10,000 customers and we want to make sure you're leveraging all the support and resources available to you as a MarketPay customer.

# Payscale Connect

Connect is a unified support and education experience for the Payscale customer. Access self-service help resources include user guides and release notes documentation for product how-tos, community discussion forums to gain knowledge from peers, and Payscale Academy to check out thoughtful, curated lessons or live training experiences. All resources are designed to help you learn about your Payscale products as well as the world of compensation.

## What to expect in Connect

**Academy** is the on-demand component of a customer's support and education experience with Payscale. Explore guided lesson-based training, thoughtfully designed to help customers learn about their platform as well as important compensation concepts. Registration for live product training webinars and on-demand recordings are also available in Academy. For first time users, watch this welcome video on [How to Use Payscale Academy in Connect](#).


**Community discussions** are a place to ask questions, find answers, and learn from your peers. Converse about emerging trends, best practices, and share your own insights and solutions. Moderated by Payscale's customer education team, these discussions are valuable for connecting with your peers, for learning product tips, for best practices and strategies for compensation planning, and so much more.

**Knowledge Base** is your access point for any and all product information. You'll also find helpful tools and resources related to learning Payscale products and compensation in general.

Additionally, manage your Connect experience from **My Dashboard** and **contact support** through Connect with any questions or issues.

## Logging in

Be sure to [log into connect](#) and sign in with your MarketPay username and Connect password to engage with your peers, contact product support, increase your expertise with free training, and access customer resources.



**Payscale believes that customer-driven feedback drives innovation, and why we have opportunities to provide feedback so we can continually make improvements that matter.**

## Compensation Trends

For modern perspectives on pay, Payscale compensation experts share insights on compensation management, data trends, best practices, new research, and tools. Topics include:

- Compensation strategy and structure
  - Pay transparency and communications
  - Pay trends and hot topics
  - And so much more!
  - [Explore Compensation Trends](#)
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## Research and Insights

Payscale produces powerful research to help you get pay right. Browse proprietary research, meaningful facts and best practices from our data science and editorial teams. Research includes:

- Compensation Best Practices Report (CBPR)
  - Salary Budget Survey
  - State of Remote Work Report
  - And so much more!
  - [Explore Research and Insights](#)
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## Webinars

Leveraging subject matter expertise from Payscale, partners and customers on a variety of topics around best practices and the future of pay. Subjects include:

- Pay transparency legislation
  - Building your best compensation budget
  - How to prepare for compensation planning season
  - And so much more!
  - [Explore webinars on demand](#)
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## Events

Attend or view in-person and virtual events hosted and sponsored by Payscale on topics specifically aimed at helping organizations take on compensation and HR challenges. Our annual featured event:

- Conference features inspirational keynotes, panel discussions, breakout sessions and interactive workshops
- [Explore Payscale events](#)
- [Request topics for Connect events](#)



# Payscale at your service

Consider us as an extended member of your compensation team.

**Move forward faster with Payscale services.  
Leverage our expertise to achieve successful  
compensation outcomes.**

[Learn more](#)



MarketPay makes my job as a compensation analyst easier... easy to participate in surveys, match jobs, and rollover your salary data from one year to the next. Whenever we have questions or need assistance with migrating our data, our service reps at Payscale have been really responsive to our needs. We couldn't ask more from a partner.

#### **Caroline Spencer**

Senior Compensation Analyst,  
Intermountain Healthcare

#### **About Payscale**

As the industry leader in compensation management, Payscale is on a mission to help job seekers, employees and businesses get pay right, and make sustainable fair pay a reality. Empowering more than 53 percent of the Fortune 500 in 198 countries, Payscale provides a combination of data-driven insights, best-in-class services and innovative software to enable organizations such as Angel City Football Club, Perry Ellis International, United Healthcare, Vista and The Washington Post to make fair and appropriate pay decisions. Pay is powerful. To learn more, visit [www.payscale.com](http://www.payscale.com).