

W2 Reissue Service

Frequently Asked Questions

- **I did not receive a copy of my W2, what do I do?**

If you have not received a W2 from your employer, you can log onto www.W2.adp.com or you can call 800-422-9410 and request that a W2 be sent to you via mail.

- **I want to view my W2 online, what is the web address?**

www.W2.adp.com

- **When I log onto the website and register it asks for a Self Service Passcode. What is this and where do I get it?**

The passcode is how we identify you and your company.

Your Self Service Passcode is PFCHANGS-PFCHANGS.

- **The registration process also asks for my Employee Id and Company Code, where do I get this from?**

You can find your Employee Id (**file number**) and **Company Code** on an old paystatement. If you do not have an old paystatement you can call the IVR number above and request a copy of your W2 with your Social Security number and valid address.

- **I do not have access to the internet, how can I get a copy of my W2?**

If you do not have access to the internet, you can call the number above and request that a copy of your W2 be sent to your home.

- **If I worked for multiple companies during the year, will those W2's be out on the website or available through the Interactive Voice Response System?**

If both companies that you worked for use ADP as their payroll service provider and they utilize the W2 Reissue Service, you will have access to both W2s.

- **What if I have a change of address?**

If you have not received your W2 and you have a different address, you can register at www.W2.adp.com and view your W2 online or you can call the number above to request an address change. They will send you a copy of your W2 to your new address.

If you still work for this employer you will have to change your address with the payroll department as well.

- **If the figures on my W2 are incorrect, who do I report that to?**

You will need to contact your Payroll Department to report this type of issue.

- **How long will it take me to get my W2 in the mail?**

Your W2 will be sent via US Mail and may take up to 5 business days.

- **Can I get my W2 sent to me overnight?**

Yes, for a \$25 fee you can receive your W2 the next day. You will need a valid credit card for this transaction.