

How to Retrieve your ID or Password for the W2 Paperless Employee Website

Retrieve User ID:

- Go to <https://www.paperlessemployee.com/tcu>
- Login with the **User ID** and **password** previously created for the site
- If you have forgotten your user ID, click **Forgot User ID** link

TEXAS CHRISTIAN UNIVERSITY Logo

Welcome, TEXAS CHRISTIAN UNIVERSITY Employees

Login

User ID:

Password:

Login

[Forgot User ID or Password](#)

Create an Account

If this is your first visit to the site, you must create an account to access your employer's services.

Create Account

This site is an employee self-service portal.

[Year-End Tax Statements](#)

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- You will be asked to authenticate your account information
- Enter your **SSN** or **SIN** and **Date of Birth**
- Click **Authenticate**

TCU

Authenticating Account Information

To retrieve your forgotten User ID, please provide the following information:

Your **SSN** or **SIN** and **Date of Birth** are required to ensure that you are retrieving your own User ID.

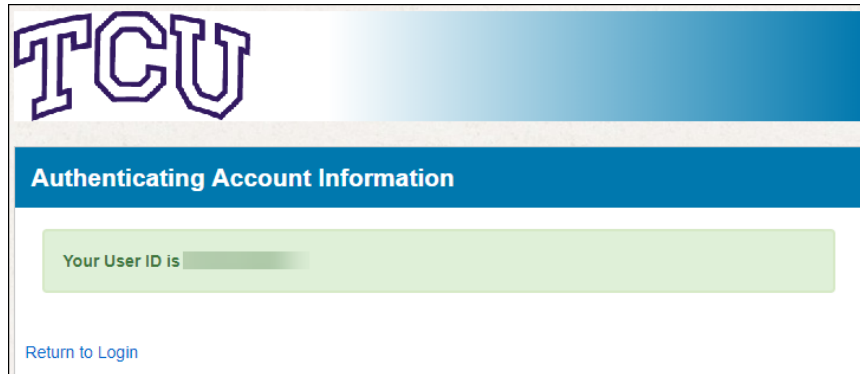
SSN or SIN
 Show
Social Security Number (SSN) or Social Insurance Number (SIN)

Date of Birth
 Show
Your DOB should be in the format of mm-dd-yyyy

[Authenticate](#)

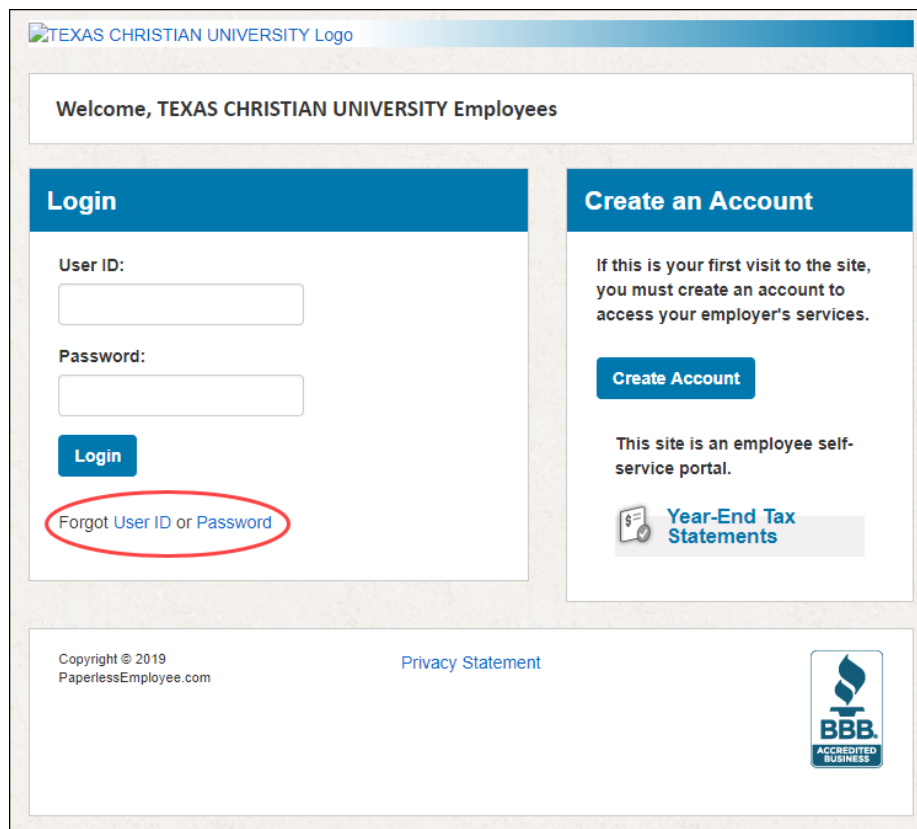
[Return to Login](#)

- Your **User ID** will be shown on the next screen
- Click **Return to Login** link to logon



Retrieve Password:

- Go to <https://www.paperlessemployee.com/tcu>
- Login with the **User ID** and **password** previously created for the site
- **If you have forgotten your password**, click forgot **Password** link



- Enter your **User ID**
- Click the checkbox for **“I’m not a robot”** and follow the steps
- Select **Verify User ID**

The screenshot shows the TCU website header with the logo. Below it is a blue banner that says "Forgot My Password". The main content area is titled "Step 1 - Enter Your User ID" and contains the following elements: a heading "To reset your password, please provide the following information:", a label "User ID: *", an empty text input field, a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo, and a blue button labeled "Verify User Id". At the bottom of the form area, there are two links: "Restart the Process" and "Return to Login".

- Choose **how you will confirm your identity** and click **Next**

The screenshot shows the "Step 2 - How Will You Confirm Your Identity?" section. It features three radio button options: "Answer your three security questions", "Receive a verification code via email", and "Receive a reset link via email". Below these options is a blue button labeled "Next".

Choice 1: Answer your three security questions

- Answer the three security questions that were setup when your account was created
- Click **Validate Answers**
- You will be prompted to create a new password

Choice 2: Receive a verification code via email

- Login to your email account and find the verification code that was sent
- Enter the code in the screen and click **Submit**
- Click **Return to Login** link to logon

Step 3 - Enter the Verification Code

An email message with a verification code has been sent to: [REDACTED] and [REDACTED]

*** Your email address has been partially hidden for your security.

Please check your email for a message with the subject "**Password Reset Verification Code for PaperlessEmployee.com**" from "PaperlessEmployee.com" (no-reply@PaperlessEmployee.com) and enter the verification code here:

Verification Code: *

Choice 3: Receive a reset link via email

- Login to your email account and follow the directions

Step 3 - Use the Reset Link in Your Email

An email message with a verification code has been sent to: [REDACTED] and [REDACTED]

Please check your email for a message with the subject "**Password Reset Verification Link for PaperlessEmployee.com**" from "PaperlessEmployee.com" (no-reply@PaperlessEmployee.com) and use the included link to reset your password.

NOTE: In the event you do not remember your password, are not able to answer security questions and no longer have access to the email address you provided, please send email to HRW2@tcu.edu and request to have your web account deleted. After the account deletion, you will need to create a new account at the **paperlessemployee.com** website.