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

![TCU Login Screen]

• Choose how you will confirm your identity and click Next

![Confirm Identity Screen]

**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](image)

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](image)

**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.