

To retrieve your TCU W2 when you've forgotten your user ID/password

All active or termed TCU employees who received their W2 electronically last year will go to <https://www.paperlessemployee.com/tcu> to retrieve your 2014 W2. Enter your User ID and password you created when registering for electronic W2.

If you have forgotten your user ID, click Forgot User ID



The screenshot shows a login form titled "Log in to existing account". It contains two input fields: "User ID:" and "Password:". Below the fields is a "Login" button. A red arrow points to the "Forgot User ID or Password?" link located below the "Login" button.

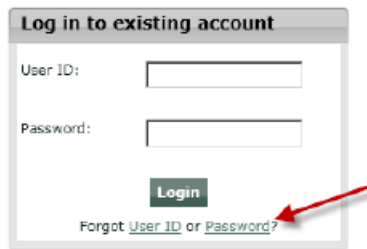
Next step is to authenticate account and click "Submit"



The screenshot shows the "Authenticating Account Information" page. It includes the instruction: "To retrieve your forgotten username, please provide the following informations:". There are two input fields: "Social Security Number (SSN) or Social Insurance Number (SIN)" and "Enter your Date of Birth". Each field has a "Show" button. A red arrow points to the "Submit" button at the bottom of the form.

On next screen your user ID will be listed

If you have forgotten your password, click forgot password



Log in to existing account

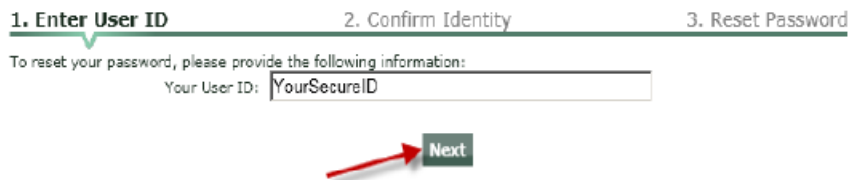
User ID:

Password:

Login

Forgot [User ID](#) or [Password](#)?

First step enter user ID and click “Next”



1. Enter User ID 2. Confirm Identity 3. Reset Password

To reset your password, please provide the following information:

Your User ID:

Next

Select how you would like to confirm your identity then click “Next”



1. Enter User ID **2. Confirm Identity** 3. Reset Password

How would you like to confirm your identity:

- Answer your three security questions
- Receive a verification code via email
- Receive a reset link via email

Next

To gain access by answering your security questions you will answer the question you used when setting up account.

1. Enter User ID **2. Confirm Identity** 3. Reset Password

In order to reset your password, you will need to correctly answer your security questions. Your answers need to exactly match the answers you provided when setting up this account.

Question: What is the title of your favorite song?
Answer:

Question: What was your childhood nickname?
Answer:

Question: What was the name of your elementary / primary school?
Answer:

Next 

To gain access by receiving verification code via email you will see this next

1. Enter User ID **2. Confirm Identity** 3. Reset Password

An email message with a verification code has been sent to: *******@**

*** 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 "PreProd" (no-reply@CicPlus.com) and enter the verification code here:

Verification Code:

Next 

To gain access by receiving a reset link via email you will see this next

1. Enter User ID **2. Confirm Identity** 3. Reset Password

An email message with a link to reset your password has been sent to: **Y**@WorkEmail.com**

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

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

NOTE: In the event you do not remember your password, did not enter answers to security questions and no longer have access to the email address you provided, then you will need email W2help@tcu.edu to have your web account deleted. After account deleted you will need to create a new account to access your W2.