



# Electronic W-2s

## Frequently Asked Questions

- 1. I would like to register for the electronic W-2 service. Where can I find instructions?**

Instructions can be found on the Auditor-Controller's website at [www.auditorcontroller.org](http://www.auditorcontroller.org). Click on "e-W-2 Quick & Easy Guide."
- 2. How do I get to the electronic W-2 registration and login page?**

The home page address is the same to register or login: <https://w2.adp.com>.
- 3. What is the Registration Pass Code and the Company Code?**

The registration pass code is RIVCO-W2 and the Company Code is VER. Both of these codes identify the County as an ADP e-W-2 Services customer and allow authorization for you to use the site.
- 4. When registering for the W-2 Services why does ADP require specific information from me?**

ADP asks for specific information for security purposes to ensure that **only you** are able to access your personal W-2 on line.
- 5. Why can't I view the confirmation number asked for during registration?**

You must have the latest version of Adobe Acrobat Reader to complete your registration and to view the confirmation number. You can download the latest free version of Adobe Acrobat Reader from <http://www.adobe.com>, or ask your department's Information Technology specialist.
- 6. I registered after the deadline for the last year's e-W-2 registration, will I be receiving a paper W-2 for 2008, or can I obtain it electronically from the Internet?**

If you registered after last year's registration deadline (December 31, 2007) you will not receive a paper W-2 for 2008. You are registered to receive your 2008 W-2 electronically unless you change your selection.
- 7. What if I forgot my User ID?**

Go to the ADP website <https://w2.adp.com> and click Forgot User ID? Follow the instructions which will ask you to answer a few security questions. Your User ID will be displayed and you should be able to log in to ADP W-2 Services.
- 8. What if I forgot my password?**

Go to the ADP website <https://w2.adp.com> and click Forgot Password? Follow the instructions which will ask you to answer a few security questions to change your password. Then, use your User ID and new password to login to ADP W-2 Services.

**9. What if I choose not to register to receive my W-2 electronically?**

If you do not register, or during the registration process you opt out from receiving electronic W-2s, then you will receive a paper W-2. It will be postmarked no later than February 2, 2009 and mailed via the U.S. Postal Service. Per IRS regulations, employees must consent to obtain their W-2 electronically.

**10. What if I initially select [No] to not receive my W-2 electronically and change my mind?**

You have until 9 p.m. December 31, 2008 to make or change your selection for the 2008 W-2.

**11. What years are available online?**

You may obtain a copy of your 2005, 2006 and 2007 W-2s on demand by registering and selecting option [Yes] on the ADP website. By selecting [Yes], you will obtain your 2008 W-2 electronically when it is available, and will also be able to view your 2005, 2006 and 2007 W-2s immediately.

**12. How can I obtain a copy of my W-2 forms for 2004 and prior?**

W-2s for 2004 and prior will not be available. The Auditor-Controller does not keep copies beyond 4 years. Form W-2 information for the past 10 years is available free of charge through the IRS, more information is available through the IRS web site at <http://www.irs.gov/taxtopics/tc159.html> .

**13. I tried and can not log into the ADP Website. How can I get help?**

Call (951) 955-3815 or e-mail [ACO\\_Payroll@co.riverside.ca.us](mailto:ACO_Payroll@co.riverside.ca.us).

**14. When will my 2008 electronic W-2 be available?**

Like the traditional paper W-2s which are normally mailed to you, the electronic W-2s containing your year-end information are processed after the end of the calendar year, and are ready for distribution in late January. By IRS regulations, all employers must have 2008 W-2s available no later than February 2, 2009.

For further assistance, please contact:  
W-2 Payroll Administrator – ACO Payroll (951) 955-3815.  
Or send your questions via e-mail to [ACO\\_Payroll@co.riverside.ca.us](mailto:ACO_Payroll@co.riverside.ca.us)

**Thank You and Enjoy Your e-W-2 Service!**