



**RIVERSIDE COUNTY  
OFFICE OF THE  
AUDITOR-CONTROLLER**

County Administrative Center  
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## 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). On the right hand side, scroll down to find and 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, and received a paper 2008 W-2, will I be receiving a paper W-2 for 2009, or can I obtain it electronically from the Internet?**  
If you registered after last year's registration deadline (December 31, 2008) you will not receive a paper W-2 for 2009. You are registered to receive your 2009 W-2 electronically unless you change your selection.
- 7. What if I forgot my User ID?**  
Normally your User ID is composed of the initial of your first name, then your last name, followed by **@RIVCO** example: DWyatt@RIVCO. If another employee has same name structure, there will be a number before the @, example DWyatt1@RIVCO.

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. Answers to the security questions are case sensitive. 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. Answers to the security questions are case sensitive. 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 1, 2010 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, 2009 to make or change your selection for the 2009 W-2.

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

You may obtain a copy of your 2006, 2007, and 2008 W-2s online until the 2009 W-2s are loaded. When the 2009 W-2s become available, 2006 will no longer be accessible online.

**12. How can I obtain a copy of my W-2 forms for 2006 and prior?**

2006 W-2 copies can be obtained using the "Request for Duplicate Wage and Tax Statement" form. W-2s for 2005 will not be available after April 15<sup>th</sup> of 2010. 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. When will my 2009 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 2009 W-2s postmarked no later than February 1, 2010.

**14. How can I obtain a duplicate paper copy of my W-2 form?**

2009 duplicate paper copies of W-2s will be available March 1<sup>st</sup> 2010. You can complete the "Request for Duplicate Wage and Tax Statement" form located on the Auditor Controller web site (<http://www.auditorcontroller.com>) to request a duplicate copy of your W-2, or once they become available, you can obtain it online at the ADP website.

**15. I tried and cannot 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).

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!**