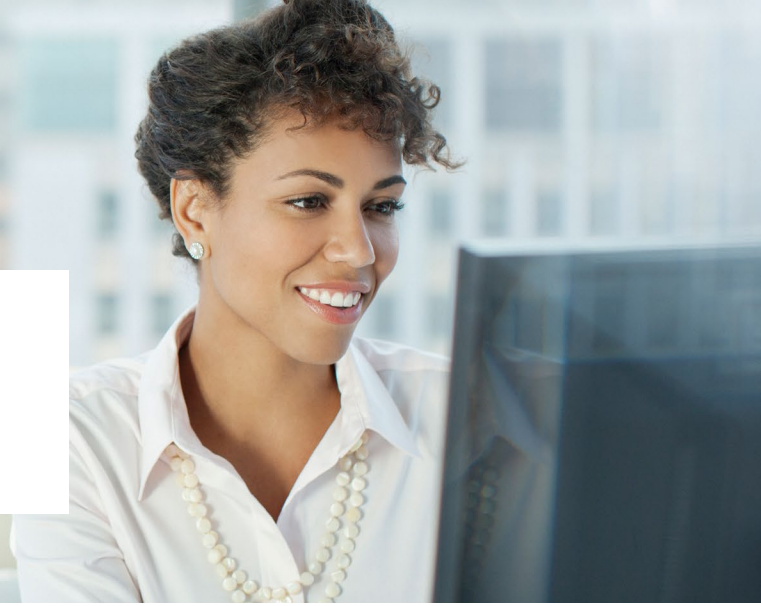


Employee Frequently Asked Questions About Online W-2s



Trouble logging in?

- Make sure you are logging in to paychexflex.com (site redirects to myapps.paychex.com). Bookmarks of the Paychex Flex® login site can lead to issues with signing in.
- Use Chrome/Firefox for the best user experience and make sure you have the [minimum system requirements](#).
- Forgot your password or username? No worries! Just click the **Forgot Username or Password** link on the Paychex Flex login page and we'll guide you through it.

Not able to access or see documents?

- Use Chrome/Firefox for the best user experience.
- Simple troubleshooting step: Clear cookies and cache.
- Missing your latest check stub? It may not be available online until the date of the check.
- Looking for your W-2/1099? Generally, they will be available online in mid-January.

Not able to register a new account?

- Have you been paid yet? It's easiest to register after you've received your first paycheck.
- Check with the administrator at your company to ensure all personal information is correct, especially name, address, date of birth, and social security number.
- Check out this [video](#) for a walk-through of the registration process on a computer.
- **Download the Paychex Flex Mobile App** and click "Try it Out" at the bottom, then "Sign Up."

Not receiving verification codes through text or call?

- You can retry the verification code or change delivery method to select receiving calls instead of texts. You can also select another phone number stored on the account.

Still need help?

- We're here for you! Click the question icon at the bottom right of your Paychex Flex login screen to chat with one of our friendly agents.