

## **Q&A for Your Pay Advice and Electronic W-2**

### **#Q1- How do I navigate to my pay advice or electronic W-2 in PS?**

Answer #1:

Pay Advice:

Employee Self-Service > Payroll and Compensation > View Paycheck

Click on the check date.

Electronic W-2:

Employee Self-Service > Payroll and Compensation > View W-2/W-2c Forms

"Year End Forms" will yield the W-2.

"Filing Instructions" will give you the instructions typically found on the back of the form.

### **#Q2- What if I get a blank screen or click on the "Year End Forms" and it spins without result?**

Answer #2:

Make sure that the pop-up blocker is disabled on your browser.

\*NOTE- if you use a Mac, use Firefox browser.

### **#Q3- What if I disable pop-up blocker and it still spins?**

Answer #3:

Delete trusted sites that end in ucf.edu from Trusted Sites list in Security (under Tools, selection Internet Options, select Security Tab, and open Sites list). Or try a different browser such as Firefox.

### **#Q4- What if I don't have Adobe Reader installed on my computer?**

Answer #4:

Adobe Reader is available for free. Please consult your IT department before downloading it.

### **#Q5- What if I do not see "Year End Form" under "View W-2/W-2c Forms"?**

Answer #5:

It means that you did not consent to receive your W-2 electronically. A paper form will be mailed to you postmarked no later than the deadline of January, 31, 2014. Consent will be available on February 14, 2014 and you may submit your consent at that time to view/print the W-2.

### **#Q6- My Pay Advice or W-2 does not print completely?**

Answer #6:

Please ensure you chose "Shrink to Printable Area" or the equivalence depending on your print parameter options. This will resize it to fit on one page.

### **#Q7- What is DuoPush (MFA/Multifactor Authentication)?**

Answer #7: MFA (Multifactor Authentication) is required to access any sensitive online information such as your Paycheck, W-4 Tax Information, Direct Deposit, or to consent or view your electronic W-2. Please copy/paste the link into a new browser for more information and guidance on MFA: [https://ucf.service-now.com/ucfit?id=kb\\_article&sys\\_id=62f10d5a1382b20017507b304244b0f3](https://ucf.service-now.com/ucfit?id=kb_article&sys_id=62f10d5a1382b20017507b304244b0f3)

**#Q8- I have tried the above recommendations and am still unable to view or update my information. Who should I contact?**

Answer#8:

Please contact Payroll at [payroll@ucf.edu](mailto:payroll@ucf.edu).