

## 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 free so speak to your IT department about 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, 2012. Consent will be available on February 15, 2012 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.

If after trying all the above solutions and you still are unable to view/print your Pay Advice or W-2, please contact Payroll at [payroll@ucf.edu](mailto:payroll@ucf.edu)