Forgotten Password

This function is to be used if you cannot remember the password initially set up to access the W-2 website.

Begin by accessing the site at [https://www.PaperlessEmployee.com/eptaxforms](https://www.PaperlessEmployee.com/eptaxforms)

Select the **Forgot Your Password** button.

You will be asked to enter your User ID. **Step 1 Enter the User ID** you indicated when you initially set up your account. You may be asked to go through the reCAPTCHA process. One the reCAPTCHA is completed and the check appears in the “I’m not a robot” box, select the **Verify User ID** button.
After the system verifies your User ID, you will be taken to **Step 2 – How Will You Confirm Your Identity?**

You should receive four options:
- Answer your three security questions
- Receive a verification code via email
- Receive a link via email
- Receive a verification code via text message to our mobile phone

**Answer Your Three Security Questions:**

To gain access by answering your security questions, select **Answer your three security questions**. The three security questions that you answered when you set up your account will be presented to you.

Answer the security questions and click **Validate Answers**.
If your answers are correct, you will be taken to the **Create a New Password** screen. Enter your new password following the guidelines required. Once you have entered and confirmed your new password, select the **Save New Password** button. When the password has been changed, you should return to the **Login** page by selecting the Login link.

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**Receive a Verification Code via Email:**

To reset your password via email, select **Receive a verification code via email** and click **Next**. Your verification code will be sent to the email address indicated when you initially set up the account. Once you receive the **Verification Code** by email enter the code received in the email in the box.
The email will show **PaperlessEmployee.com** as the sender and will look similar to this:

![Email Image]

**Please note:**
If you do not receive the email which was sent by the PaperlessEmployee.com system, check your “junk” or “spam” email folder. If you no longer have access to the email address you used when you set up your account and have no way of accessing your account, contact **epw2registration@ep.com** or call 800-417-0037 option 4 for assistance.

Once the code is verified, you will be taken to the **Create a New Password** screen.

![Password Reset Image]

You can now return to the **Login** page to access your account.
Receive a Reset Link Via Email:

After selecting to receive your reset link via email, the following screen will appear:

Before you can go any further, you need to receive the email from PaperlessEmployee.com and click on the link received. The email will look similar to this:

Dear [Name],

We have received your request to reset your password. To reset your password, please click on this link or copy and paste it into your browser's address bar:

https://www.paperlessemployee.com/PE/LOGIN/VerifyEmailLink?ForgotPassword=3LJaqZ%

This link is only valid for the next 15 minutes.

Sincerely,

PaperlessEmployee.com

To stop receiving notifications from PaperlessEmployee.com, please click unsubscribe.

PLEASE NOTE: Unsubscribing means you will not receive future notifications.

This unsubscribe link expires at 10/26/2018 11:10:45 AM Eastern Time.
When you click on the link, you will be taken to the **Create a New Password** Screen.

You can now return to the **Login** screen to access your account.

**Receive a verification code via text message to your mobile phone**
To gain access by receiving a verification code via text message to your mobile phone, select **Receive a verification code via text message to your mobile phone**

The text will look similar to this:

Your requested password reset verification code for the PaperlessEmployee.com web site is:  
LFWDUPQK  
This code is only valid for the next 15 minutes.

Enter the code in the box on the screen:
Once the verification code is entered and validated, you will be taken to the **Create a New Password** Screen.

You may return to the login page and log in with your user ID and new password.