



CIC Plus User Guide - Year End for Employees

1/19/2019

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1. Purpose

This user guide is for the employee user role in the Paperless Employee site. It includes much of the functionality that you will use as an employee user such as completing, updating and retrieving copies of your tax forms among other services your company has contracted CIC Plus to provide.

If you have further questions regarding the Paperless Employee site and the services provided to your company, please contact your employer.

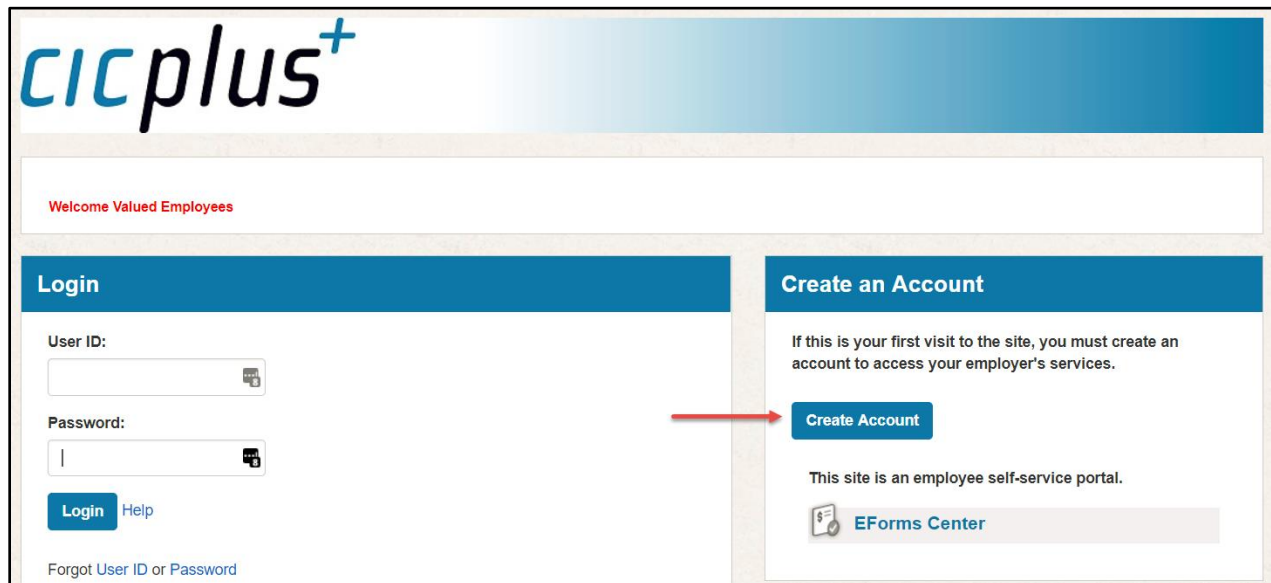
2. Account Creation

You will need to create an account in the Paperless Employee site for access. If your company has enabled single sign on (SSO) you will automatically be logged in from your company site and do not need to create an account.

2.1 Creating an Account

Begin by accessing your company's Paperless Employee site, (example: <https://www.paperlessemployee.com/companyurl>). If you need further assistance with your company's link to Paperless Employee, please contact your employer.

If this is your first time accessing the Paperless Employee site, click **Create Account** to begin the process.



The screenshot displays the CIC Plus Paperless Employee site interface. At the top left is the "cicplus+" logo. Below it, a red message reads "Welcome Valued Employees". The main content area is divided into two columns. The left column, titled "Login", contains fields for "User ID:" and "Password:", each with a text input box and a small icon. Below these fields is a blue "Login" button and a "Help" link. At the bottom of the login section is a link that says "Forgot User ID or Password". The right column, titled "Create an Account", contains a message: "If this is your first visit to the site, you must create an account to access your employer's services." Below this message is a blue "Create Account" button. A red arrow points from the "Password:" input field in the login section to the "Create Account" button. At the bottom of the right column, there is a message: "This site is an employee self-service portal." and a link labeled "EForms Center" with a document icon.

For the safety of your account, your employer will require you to verify your identity.

NOTE: These values will vary by company, so your screen may not match the image below. Please contact your employer if you are unable to create an account.

Enter your information in the field(s) provided.

1. Select the checkbox next to ***I'm not a robot***
2. Click **Authenticate & Create Account** at the bottom of your screen.

Create a New Account

Account Authentication

A custom message can be placed here.

Your **Social Security Number** and **Date of Birth** are required to validate your secure account access.

Social Security Number


[Show](#)

Your 9 digit SSN cannot begin with '000' or '666'

Date of Birth

[Show](#)

Your DOB should be in the format of mm-dd-yyyy

☐ I'm not a robot  reCAPTCHA
Privacy - Terms

Authenticate & Create Account

1. Enter your **First Name**, **Middle Name** (optional) and **Last Name**.
2. Create and enter a **User ID** in the field provided. User ID's should be 6-15 characters long using only numbers and letters.
3. Create and enter a **Password** in the field provided following the password rules on your screen.
4. Enter the password you created again in the **Confirm New Password** field.
5. Click **Save and Continue** at the bottom of your screen to activate your account.

Create a New Account

Account Name

A custom message can be placed here.

First Name *

Middle Name

Last Name *

A custom message can be placed here.

Create Your User ID

Enter a User ID *

User ID must be 6-15 characters using only letters and/or numbers.

Create a Password

- Is case sensitive
- May not contain your User ID
- Must be 8-15 characters in length

Your password must contain 3 of the 4 items:

- Uppercase characters
- Lowercase characters
- Numbers
- Symbols

Enter a New Password *

Confirm New Password *

Enter a New Password *

Confirm New Password *

Save and Continue

2.1.1. Trusted Contacts

Trusted contacts are used to further confirm that you are who you say you are. Some employers enable this feature to add an additional layer of security to your account. Since your account contains personal identifiable information about you, keeping your account safe is of the utmost importance.

Your employer will send your Trusted Contacts information to CIC Plus. This information is then used to verify that the person that is creating the account is actually you.

If your employer has chosen to use trusted contacts, you will see a section on the **Create a New Account** screen called **Receive a Verification Code**. You will be required to complete this one-time verification step.

Create a New Account

Account Name

A custom message can be placed here.

First Name * Middle Name Last Name *

A custom message can be placed here.

Create Your User ID

Enter a User ID *

User ID must be 6-15 characters using only letters and/or numbers.

Create a Password

- Is case sensitive
- May not contain your User ID
- Must be 8-15 characters in length

Your password must contain 3 of the 4 items:

- Uppercase characters
- Lowercase characters
- Numbers
- Symbols

Enter a New Password *

Confirm New Password *

Receive a Verification Code ←

Select a contact to receive a verification code to continue *

☐ j*****@gmail.com

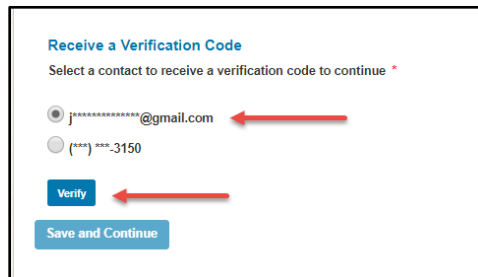
☒ (***).***.3150

Text Me **Call Me**

Save and Continue

Under the **Receive a Verification Code** section, the contact information provided by your employer will appear and is masked for your security.

1. Select which contact method you prefer to receive your verification code.
 - If you select the radio button by your email address, you can click **Verify**. Please open your email message to retrieve the verification code.



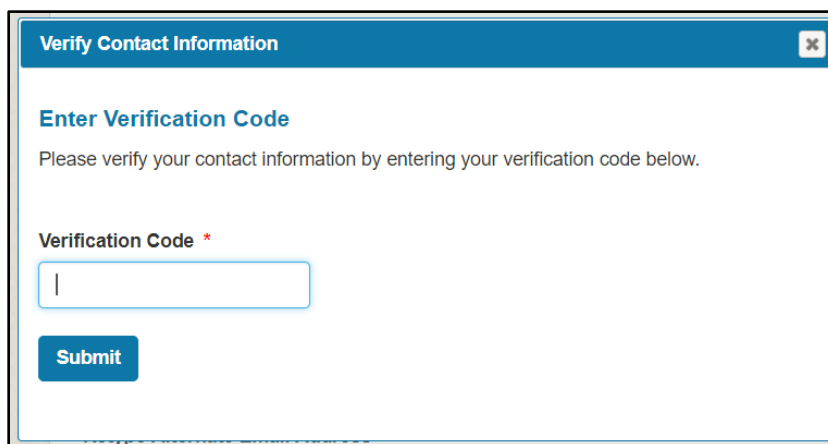
The screenshot shows a form titled "Receive a Verification Code" with the instruction "Select a contact to receive a verification code to continue *". There are two radio button options: the first is selected and points to "j*****@gmail.com", and the second is unselected and points to "(***).***-3150". Below the options are two buttons: "Verify" and "Save and Continue". A red arrow points to the "Verify" button.

- If you prefer a text, choose the radio button next to **Text Me** to receive your verification in a text message.
- If you prefer a phone call, choose the radio button next to **Call Me** to receive your verification code via a phone call.



The screenshot shows the same form as before, but the second radio button is now selected and points to "(***).***-3150". Below the options are two buttons: "Text Me" and "Call Me". A red arrow points to the "Call Me" button. The "Save and Continue" button is still at the bottom.

2. When you receive the verification code, enter it in the **Verification Code** field.
3. Click **Submit**.

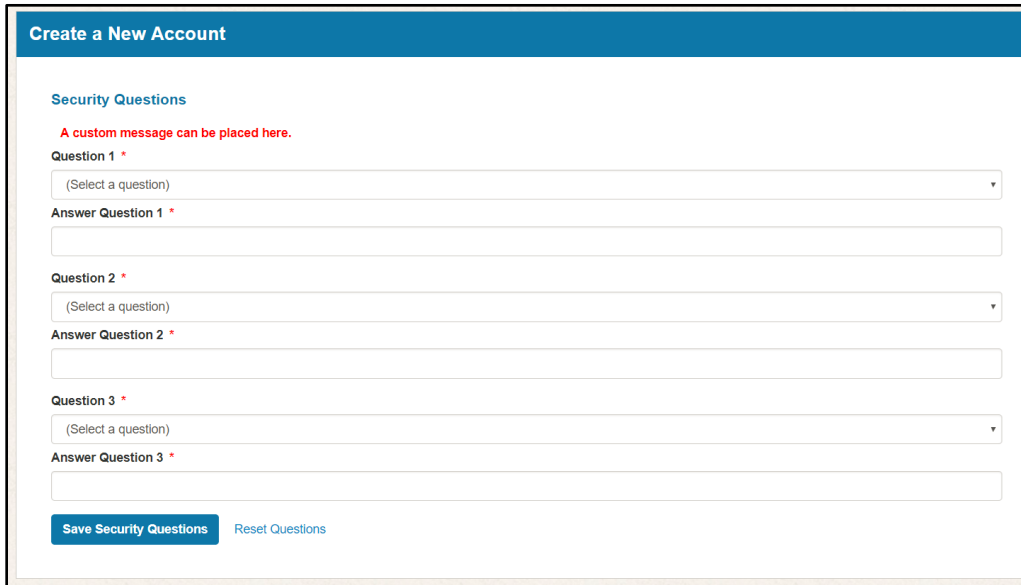


The screenshot shows a form titled "Verify Contact Information" with a close button in the top right corner. Below the title is the section "Enter Verification Code" with the instruction "Please verify your contact information by entering your verification code below." There is a text input field labeled "Verification Code *" and a "Submit" button below it.

2.1.2. Security Questions

If you forget your user ID or password, security questions are used to retrieve your login information. If your company has elected to use security questions, you will be required to choose three (3) during the account creation process.

1. Using the arrows next to **(Select a question)**, click to choose the question you wish to answer.
2. Type your answer to the question under **Answer Question 1**.
3. Continue until you have completed all three questions.
4. Once complete, click **Save Security Questions** at the bottom of the screen.



The screenshot shows a web form titled "Create a New Account" with a blue header. Below the header, the section "Security Questions" is displayed. A red message states, "A custom message can be placed here." The form contains three identical question sets. Each set includes a dropdown menu labeled "Question 1", "Question 2", and "Question 3" respectively, with the placeholder text "(Select a question)". Below each dropdown is a text input field labeled "Answer Question 1", "Answer Question 2", and "Answer Question 3". At the bottom of the form, there are two buttons: "Save Security Questions" (a blue button) and "Reset Questions" (a blue link).

2.1.3. Additional Contact Information

1. If email verification is required, you will click on the **Verify Email** button. A code will be sent to your email address. Enter the code in the field provided and click **Submit**.
2. If phone verification is required, click **Test Text Message** or **Verify Phone Number** button. A code will be sent to your phone or you will receive a phone call.
3. Enter the code in the field provided and click **Submit**.

Contact Information

A custom message can be placed here.

This information may be shared with your employer. Please see the [Privacy Statement](#) for details.

Email Address

A custom message can be placed here.

Retype Email Address

Verify Email

Alternate Email Address

A custom message can be placed here.

Retype Alternate Email Address

Verify Email

Cell Phone

(Select a carrier) ▼

A custom message can be placed here.

Test Text Message

Verify Phone Number

Save Notification Option Settings

Cancel

Verify Contact Information

Enter Verification Code

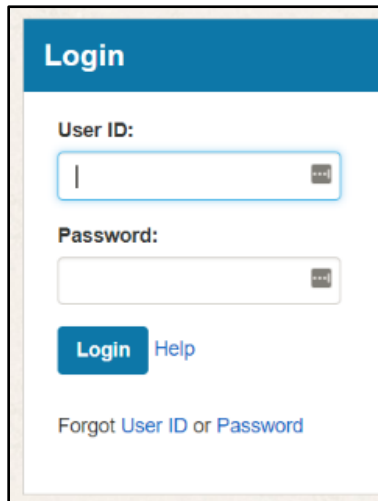
Please verify your contact information by entering your verification code below.

Verification Code *

Submit

2.2 Forgotten User ID or Password

If you cannot remember either your user ID or password that was initially created to access your Paperless Employee account, click the blue link for either **User ID** or **Password**, depending on what information you need.

A screenshot of the login interface. It features a blue header with the word "Login" in white. Below the header, there are two input fields: "User ID:" and "Password:". Each field has a small icon on the right side. Below the password field, there is a blue "Login" button and a blue "Help" link. At the bottom, there is a blue link that says "Forgot User ID or Password".

Login

User ID:

Password:

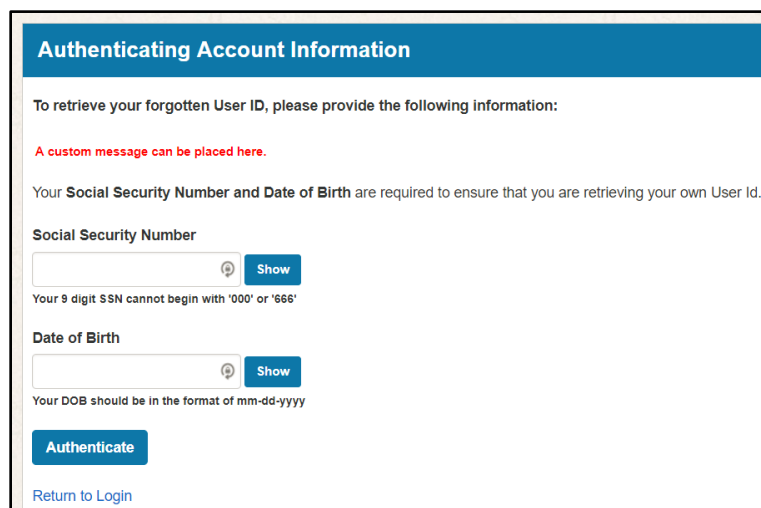
Login Help

Forgot User ID or Password

2.2.1. Forgotten User ID

You will need to enter the values originally used to set up your account. If you cannot remember these values, please contact your employer.

1. Enter your information in the fields provided.
2. Click the **Authenticate** button at the bottom of the screen.
3. Your user ID will be displayed. Make sure to remember this information.
4. Click the blue **Return to Login** link and enter your user ID and password in the fields provided to login.

A screenshot of the "Authenticating Account Information" form. It has a blue header with the title "Authenticating Account Information". Below the header, there is a text prompt: "To retrieve your forgotten User ID, please provide the following information:". Below this, there is a red text placeholder: "A custom message can be placed here.". Then, there is a text prompt: "Your Social Security Number and Date of Birth are required to ensure that you are retrieving your own User Id.". There are two input fields: "Social Security Number" and "Date of Birth". Each field has a "Show" button next to it. Below the "Social Security Number" field, there is a text prompt: "Your 9 digit SSN cannot begin with '000' or '666'". Below the "Date of Birth" field, there is a text prompt: "Your DOB should be in the format of mm-dd-yyyy". At the bottom, there is a blue "Authenticate" button and a blue "Return to Login" link.

Authenticating Account Information

To retrieve your forgotten User ID, please provide the following information:

A custom message can be placed here.

Your Social Security Number and Date of Birth are required to ensure that you are retrieving your own User Id.

Social Security Number

Date of Birth

Your 9 digit SSN cannot begin with '000' or '666'

Your DOB should be in the format of mm-dd-yyyy

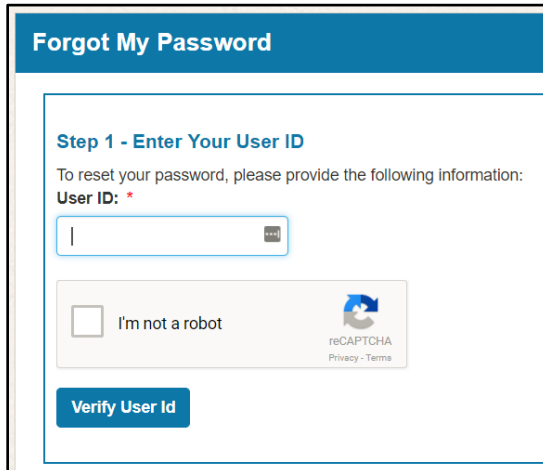
Authenticate

Return to Login

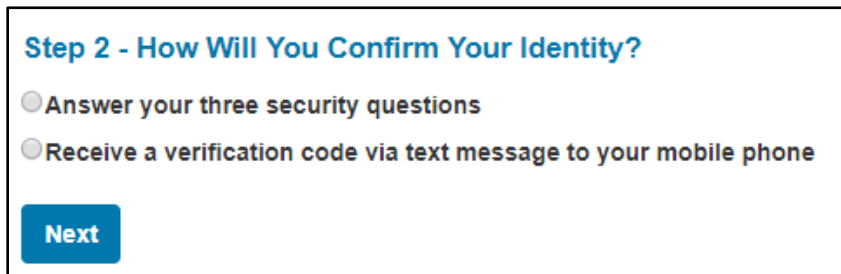
2.2.2. Forgotten Password

If you have forgotten your password, you will need to enter your user ID that was set-up during initial account creation.

1. Enter your **User ID**.
2. Select the checkbox next to **I'm not a robot**.
3. Click **Verify User Id**.

A screenshot of a web form titled "Forgot My Password" with a blue header. Below the header, the text "Step 1 - Enter Your User ID" is displayed. A sub-instruction reads: "To reset your password, please provide the following information:". The form contains a label "User ID: *" followed by a text input field. Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. At the bottom of the form is a blue button labeled "Verify User Id".

4. Select the radio button based on how you want to confirm your identity.
5. Click **Next**.
6. Either answer your security questions OR the verification code you received.
7. You will be prompted to set up a new password and be given a link to return to the login screen.

A screenshot of a web form titled "Step 2 - How Will You Confirm Your Identity?". It features two radio button options: "Answer your three security questions" and "Receive a verification code via text message to your mobile phone". At the bottom of the form is a blue button labeled "Next".

3. Year-End Tax Statements

If you registered to receive your tax statements electronically in the Paperless Employee site during your account setup, you can access these in your Paperless Employee account as your employer makes them available.

You can download these form(s) as often as you like until October 15th. After this date, tax forms are considered reissues and can include a cost depending on options set by your employer. Year-End Tax Statements include: W-2, W-2GU, W-2 PR, W-2VI, 1099-M, 1099-R, 592B, T-4, T-4A, RL-1, T4A-NR, and NR4.

3.1 Register to Receive Tax Statement(s) Electronically

If you didn't elect to receive your tax statement(s) electronically during your account setup, you can change your delivery method under **Account Settings** in the Paperless Employee site. Your employer cannot choose electronic delivery for you per IRS regulations.

1. From the home page, click **Account Settings** from the left side navigation.
2. Click **Manage Contact & Electronic Statement Options**. You can also select this option from your home page.

Welcome

Account Name: Audrey Coleman
Last login: 6/28/2018 11:59 AM ET
Failed login attempts: 0
LOGOUT

Home

Pay Statements

Year-End Tax Statements +

EForms Center +

Account Settings -

Manage Account Settings

Manage Contact & Electronic Statement Options

Two Factor Authentication

Contact and Electronic Statement Options

Contact Information

A custom message can be placed here.

This information may be shared with your employer. Please see the [Privacy Statement](#) for details.

Email Address

Retype Email Address

Verify Email

You are required to verify your contact information.

Electronic Statement Notification Options

A custom message can be placed here.

Would you like to register to receive your 2018 tax statement(s) electronically?

☒ Yes ☐ No

Email Address ☒

3. From the **Manage Contact and Electronic Statement** page, scroll down to the **Electronic Statement Notification Options** section.
4. Select the **Yes** radio button to receive your statements electronically in the Paperless Employee site. Select the **No** radio button if you prefer to have them mailed.
5. Select the radio button for how you want to be notified that your tax statement(s) are ready.
Your tax statement(s) will not be delivered via email or text message for security reasons. You will need to log into the Paperless Employee site to retrieve you documents.
6. Click **Save Notification Option Settings**.
If you elect electronic delivery, you will receive your tax statement(s) in the Paperless Employee site until you change your delivery method.

Electronic Statement Notification Options

A custom message can be placed here.

Would you like to register to receive your 2018 tax statement(s) electronically?

☒ Yes ☐ No

Email Address ☐

Cell Phone ☐

By choosing **YES**, you agree to the following:

1. You will be notified when your form is available.
2. You will need to download a pdf file and print your form; it will not be emailed to you.
3. You will **not** receive a paper/postal copy.
4. This registration will be carried over from year to year unless you choose to withdraw your consent.
5. You may opt out at any time by returning to this site and selecting the "Account Settings" menu option.

If you do not have software installed on your computer for viewing PDF documents, you can download the free [Adobe® Reader®](#).

Save Notification Option Settings Cancel

3.2 Retrieving Original Electronic Tax Statement(s)

If you registered to receive your tax statement(s) electronically (instead of mailed) you can retrieve them in the Paperless Employee site.

To enroll in electronic delivery of your tax statement(s) see section [3.1 Register to Receive Tax Statement\(s\) Electronically](#) in this document.

1. From the home page, click **Year-End Tax Statements** in the left-hand navigation OR click on the **Access Current Year-End Statements** from the home page.

Welcome
 Account Name: Audrey Coleman
 Last login: 6/28/2018 11:59 AM ET
 Failed login attempts: 0
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements ←
 Correction Requests
 Activity History

Get Tax Statements

1. Select Tax Statements [Show All Years](#)

Select	Tax Form	Employer Name	Download	Fax	Mail
<input type="checkbox"/>	2017 1095-C View original address	Test Company	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 1099-R View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 T-4 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured

2. On the **Get Tax Statements** page, under the **Select** column select the checkbox next to the document(s) you want to retrieve.
3. Click the **Download PDF** link to access the statement.

You will need a PDF reader on your computer to view the documents. If you don't have a PDF reader on your computer, click the **Get Adobe Reader** icon on the left side of the page to download a free version.

The document will appear in a new tab in your browser. You can view, print, and/or save the PDF document based on your needs.

Welcome

Account Name: Audrey Coleman

Last login: 6/28/2018 11:59 AM ET

Failed login attempts: 0

LOGOUT

Home

Pay Statements

Year-End Tax Statements

Correction Requests

Activity History

EForms Center

Account Settings

Get ADOBE® READER®

Get Tax Statements

1. Select Tax Statements Show All Years

Select	Tax Form	Employer Name	Download	Fax	Mail
<input type="checkbox"/>	2017 1095-C View original address	Test Company	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 1099-R View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 T-4 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input checked="" type="checkbox"/>	2017 W-2 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 W-2 PR View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	Not available with this delivery option	No pricing configured

3.3 Requesting a Reissued Copy of Tax Statement(s)

If you lose your tax statement(s), you can request a reissue of the statement(s) from the current or previous year(s) in the Paperless Employee site.

From the home page, click **Year-End Tax Statements** in the left-hand navigation. You can also, depending on the year of the statement, click on **Access Current Year-End Statements** or **Access Prior Year-End Statements** from the home page.

Employers have the option to charge employees for reissued tax statements. If your employer is charging for reissued tax statements, the price will appear next to each form on the **Get Tax Statements** page.

Welcome
Account Name: Audrey Coleman
Last login: 6/28/2018 11:59 AM ET
Failed login attempts: 0
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements
Correction Requests
Activity History
EForms Center
Account Settings

Get Tax Statements

1. Select Tax Statements [Show All Years](#)

Select	Tax Form	Employer Name	Download	Fax	Mail
<input type="checkbox"/>	2017 1095-C View original address	Test Company	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 1099-R View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 T-4 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 W-2 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC		

cicplus+

Welcome
Account Name: Audrey Coleman
Last login: 6/28/2018 11:59 AM ET
Failed login attempts: 0
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements
EForms Center
Account Settings

What would you like to do today?

Pay Statements
[Access Pay Statements](#)

EForms Center
[Submit Available EForms](#)
[View/Update Current EForms](#)
[View Historical EForms](#)
[View EForm Employee Information](#)

Year-End Tax Statements
[Access Current Year-End Statements](#)
[Access Prior Year-End Statements](#)
[Request a Correction](#)
[View Activity History](#)
[Manage Electronic Tax Statement Options](#)

In the **Get Tax Statements** page follow the steps to request a reissue:

1. In the **Select** column, select the checkbox for the tax statement(s) you need reissued.

<input type="checkbox"/>	2016 T-4 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2016 T-4 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input checked="" type="checkbox"/>	2016 W-2 View original address	TEST COMPANY	\$10.00	\$10.00	\$10.00
<input type="checkbox"/>	2015 1095-C View original address	Test Company			
<input type="checkbox"/>	2015 1099-R View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2015 T-4 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured

2. Select the desired delivery method for the reissued form. Employers have the option to determine the delivery methods; therefore, depending on the employer, the delivery options may vary from what's shown below.

Download (PDF) – allows you to immediately view, download or print the document. Electronic reissues are free for 30 days.

2. Select Delivery Method

☒ DOWNLOAD (PDF)
 ☐ Fax
 ☐ Mail

Order Total: \$ 10.00

Forms will NOT be emailed to you.

Fax - Enter the fax number where you want the statement(s) sent. Statements are faxed within 5 minutes. If the first attempt is unsuccessful, the site will reattempt to send every 5 minutes for 30 minutes. The site will stop after this time if these attempts are unsuccessful. If you do not receive the document(s), please confirm your fax number. Faxes reissues are free for 30 days.

2. Select Delivery Method

☐ DOWNLOAD (PDF)
 ☒ Fax
 ☐ Mail

Order Total: \$ 10.00

Fax Number *

Example: (555) 555-5555

Mail - Enter the mailing address where you would like the document(s) sent. This will not change the address on your tax statement, only the postal address where the statement is being mailed. Reissued statements are mailed the next business day. A free reissue is available after a 7-day hold.

2. Select Delivery Method

☐ DOWNLOAD (PDF) ☐ Fax ☒ Mail

Order Total: \$ 10.00

Enter the mailing address where you would like your forms delivered:

A custom message can be placed here.

Address (line 1)

Address (line 2)

City

State/Province/Region

-- Select One --

Zip/Postal Code

Country

-- Select One --

3. Click on the **Review & Complete Order** button.

<input checked="" type="checkbox"/>	2016 W-2 View original address	TEST COMPANY	\$10.00	\$10.00	\$10.00
<input type="checkbox"/>	2015 1095-C View original address	Test Company			
<input type="checkbox"/>	2015 1099-R View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2015 T-4 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2015 W-2 View original address	TEST COMPANY			
<input type="checkbox"/>	2014 1099-R View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2014 T-4 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2014 W-2 View original address	TEST COMPANY	No pricing configured	No pricing configured	No pricing configured

To View PDF documents you need the free [Adobe Reader®](#)

2. Select Delivery Method

☐ DOWNLOAD (PDF)
 ☐ Fax
 ☐ Mail

[Reset All](#)

If your employer does not charge for reissued tax statements, the **Summary of Your Order** page will appear with a summary of your order.

To complete the order, click **Submit Order**.

Welcome

Account Name: Audrey Coleman
Last login: 7/5/2018 3:11 PM ET
Failed login attempts: 1
[LOGOUT](#)

Home

Pay Statements

Year-End Tax Statements

EForms Center

Account Settings

Get ADOBE® READER®

Summary Of Your Order

Selected Form(s):
[Change](#)

Tax Form
2015 W-2 TEST COMPANY

Delivery:
[Change](#)

Your forms will be delivered online

[Submit Order](#) [Cancel Order](#)

If your employer charges for reissued tax statements, the **Select Payment Method** screen will appear.

1. Choose your preferred payment; credit card or check.
2. If paying with a credit card, select the **Credit Card** radio button, fill in the payment details, and click **Continue**.

Welcome

Account Name: Audrey Coleman
Last login: 7/5/2018 3:11 PM ET
Failed login attempts: 1
[LOGOUT](#)

Home

Pay Statements

Year-End Tax Statements

EForms Center

Account Settings

Get ADOBE® READER®

Select Payment Method

Select a payment method and then provide payment details:

☒ Credit Card ☐ Checking Account

CardHolder's Name

Email Address

Address (line 1)
4375 ALDER LANE

Address (line 2)

City
KENT

State/Province/Region
Washington

Zip/Postal Code
98089

Country
UNITED STATES

Credit Card Number:

Expiration Date
Month: January Year: 2018

Card Verification Number [Explain this?](#)

[Continue](#) [Cancel](#)

3. If paying with a check, select the **Checking Account** radio button, fill in the payment details and click **Continue**.

The screenshot shows a web application interface for selecting a payment method. On the left is a sidebar with a 'Welcome' section containing user information (Account Name: Audrey Coleman, Last login: 7/5/2018 3:11 PM ET, Failed login attempts: 1) and a 'LOGOUT' button. Below this are links for 'Home', 'Pay Statements', 'Year-End Tax Statements', 'EForms Center', and 'Account Settings'. A 'Get ADOBE® READER®' button is also present. The main content area is titled 'Select Payment Method' and instructs the user to 'Select a payment method and then provide payment details:'. There are two radio buttons: 'Credit Card' and 'Checking Account'. A red arrow points to the 'Checking Account' radio button. Below the radio buttons is a form with the following fields: 'Account Holders Name', 'Email Address', 'Address (line 1)' (pre-filled with '4375 ALDER LANE'), 'Address (line 2)', 'City' (pre-filled with 'KENT'), 'State/Province/Region' (pre-filled with 'Washington'), 'Zip/Postal Code' (pre-filled with '98089'), 'Phone Number' (pre-filled with '() - -'), 'Bank Name:', 'Bank State' (pre-filled with 'Washington'), 'Routing Number:', 'Account Number:', 'Drivers License Number', and 'Drivers License State' (pre-filled with 'Washington'). At the bottom of the form are 'Continue' and 'Cancel' buttons. A red arrow points to the 'Continue' button. Another red arrow points to the left sidebar.

Welcome

Account Name: Audrey Coleman
Last login: 7/5/2018 3:11 PM ET
Failed login attempts: 1
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements
EForms Center
Account Settings

Get ADOBE® READER®

Select Payment Method

Select a payment method and then provide payment details:

☐ Credit Card ☒ Checking Account

Account Holders Name

Email Address

Address (line 1) 4375 ALDER LANE

Address (line 2)

City KENT

State/Province/Region Washington

Zip/Postal Code 98089

Phone Number () - -

Bank Name:

Bank State Washington

Routing Number:

Account Number:

Drivers License Number

Drivers License State Washington

[Continue](#) [Cancel](#)

4. The **Summary of Your Order** page will appear detailing your order. The forms selected, and the delivery method can be changed prior to completing the order by clicking **Change** under **Selected Form(s)** and/or **Delivery**.
5. To complete the order, click **Submit Order**

Summary Of Your Order

Selected Form(s):
[Change](#)

Tax Form	Price
2016 W-2 TEST COMPANY	\$10.00
Total:	\$10.00

Delivery:
[Change](#)

Your forms will be delivered online

Payment:
[Change](#)

Credit Card Number: 414*****6119

Billing Address:
 4375 ALDER LANE
 KENT, WA 98089

Submit Order

Once the order has been submitted, the **Order Complete** page will appear with a confirmation that your order was processed and complete. Retain this information for your records.

If you selected online delivery, your documents will be available to **View** or **Download** for 10 minutes. After 10 minutes, you will need to submit a new order.

Welcome

 Account Name: Audrey Coleman
 Last login: 7/5/2018 3:11 PM ET
 Failed login attempts: 1

LOGOUT

Home
 Pay Statements
 Year-End Tax Statements
 EForms Center
 Account Settings

Get ADOBE® READER®

Order Complete

Thank you for your order. Please retain this information for your records

Order Confirmation Number: 24192569

Selected form(s):

 Tax Form
 2015 W-2 TEST COMPANY

Delivery:
 Your forms are available to [view](#) or [download](#). Forms will NOT be emailed to you.

[View](#)
[Download](#)

These links will only be active for 10 minutes. After that time, you will need to place a new order.

3.4 Requesting a Correction to a Tax Statement

If you need a correction to your tax statement(s), you can request a correction in the Paperless Employee site. The correction request will be sent to your employer for review.

From the home page, click **Correction Request** in the left-hand navigation or click **Request a Correction** from your home page.

The first screenshot shows the home page of the Paperless Employee site. The left-hand navigation menu includes: Welcome, Home, Pay Statements, Year-End Tax Statements (+), EForms Center (+), and Account Settings (+). The main content area, titled 'What would you like to do today?', features three sections: 'Pay Statements' (Access Pay Statements), 'EForms Center' (Submit Available EForms, View/Update Current EForms, View Historical EForms, View EForm Employee Information), and 'Year-End Tax Statements' (Access Current Year-End Statements, Access Prior Year-End Statements, Request a Correction, View Activity History, Manage Electronic Tax Statement Options). A red arrow points to the 'Request a Correction' link in the Year-End Tax Statements section.

The second screenshot shows the 'Get Tax Statements' page. The left-hand navigation menu is similar, but 'Correction Requests' is highlighted under 'Year-End Tax Statements' with a red arrow. The main content area is titled 'Get Tax Statements' and includes a 'Show All Years' link. Below this is a table titled '1. Select Tax Statements' with columns: Select, Tax Form, Employer Name, Download, Fax, and Mail. The table lists three tax forms: 2017 1095-C, 2017 1099-R, and 2017 T-4, all for 'TEST COMPANY'. Each row has a checkbox in the 'Select' column and a 'Download (PDF)' link in the 'Download' column. The 'Fax' and 'Mail' columns for all rows indicate 'No pricing configured'.

Select	Tax Form	Employer Name	Download	Fax	Mail
<input type="checkbox"/>	2017 1095-C View original address	Test Company	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 1099-R View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 T-4 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 W-2 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured

On the **Correction Request** page, complete the following information:

1. Click on the **Select One** arrow and choose the document you want corrected.
2. Provide your contact information in the fields provided.
3. Select the checkbox next to the items that need correction and enter the new information.
4. When you are done, click **Submit**.

Welcome
Account Name: Audrey Coleman
Last login: 7/5/2018 5:00 PM ET
Failed login attempts: 0
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements
Correction Requests
Activity History
EForms Center
Account Settings

Get ADOBE® READER®

Correction Request

Note: Do NOT request address changes here. Notify your employer of the address change.

Form that needs to be corrected: -- Select One --

Provide contact information so that your employer may follow up with you.

Phone Number: Extension:
Email Address:

Choose the items that need to be corrected and specify any additional details.

Name ☐ First: Middle: Last: Suffix:
SSN or SIN ☐ Correct SSN or SIN:
Form details ☐ Item to be corrected: -- Select One --

SUBMIT [Clear](#)

After clicking **Submit**, the **Correction Request** page will appear with the correction details. Retain the confirmation number for your records.

Welcome
Account Name: Audrey Coleman
Last login: 7/5/2018 5:00 PM ET
Failed login attempts: 0
[LOGOUT](#)

Home
Pay Statements
Year-End Tax Statements
Correction Requests
Activity History

Correction Request

Thank You!

- Your request to have your **2015 W-2** corrected has been sent to **TEST COMPANY**.
- The review of your request could take up to 3 weeks. You may track the status of this request at [PaperlessEmployee.com](#)
- Your confirmation number is: **131772**
- Please retain this information for your records.

3.5 Viewing Correction Request History and Status

If you have requested a correction and want to review the status or history, you can access this information in the Paperless Employee site.

From the home page, click **Activity History** in the left-hand navigation or **View Activity History** from the home page.

The first screenshot shows the home page of the Paperless Employee site. The left-hand navigation menu includes: Welcome, Home, Pay Statements, Year-End Tax Statements +, EForms Center +, and Account Settings +. The main content area has a blue header 'What would you like to do today?' and several sections: Pay Statements (Access Pay Statements), Year-End Tax Statements (Access Current Year-End Statements, Access Prior Year-End Statements, Request a Correction, View Activity History, Manage Electronic Tax Statement Options), and EForms Center (Submit Available EForms, View/Update Current EForms, View Historical EForms, View EForm Employee Information). A red arrow points to the 'View Activity History' link in the Year-End Tax Statements section.

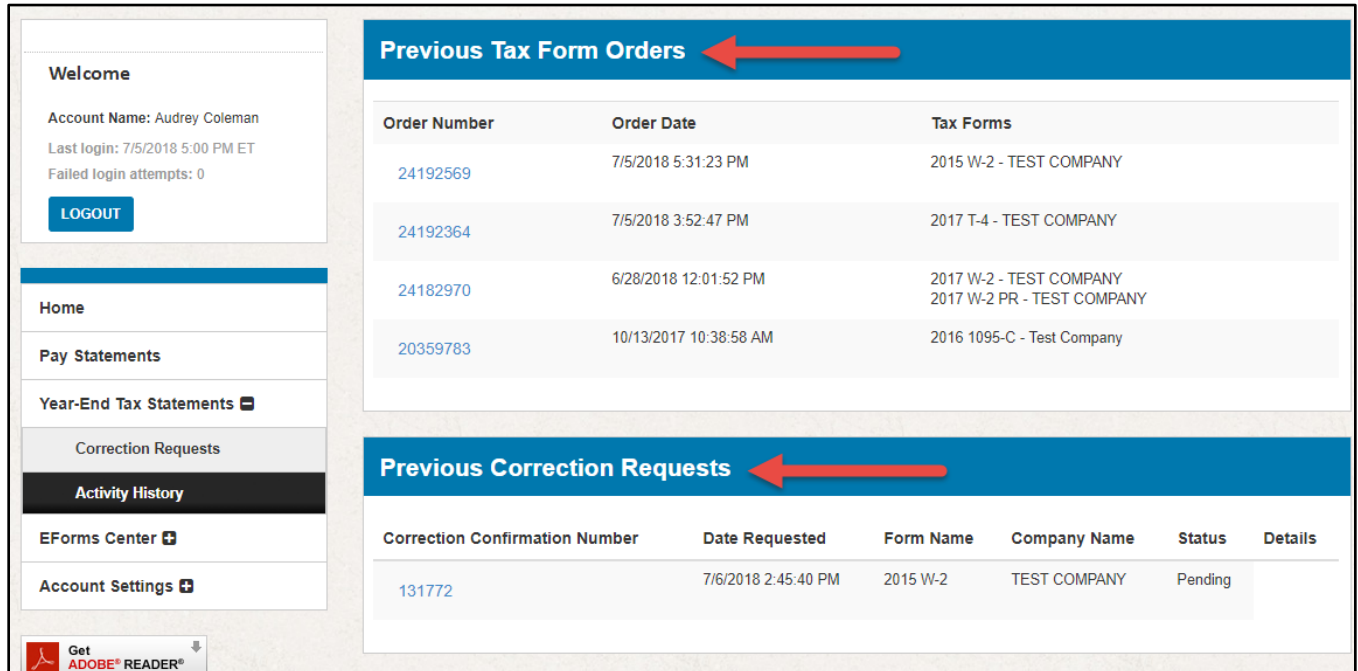
The second screenshot shows the 'Get Tax Statements' page. The left-hand navigation menu includes: Welcome, Home, Pay Statements, Year-End Tax Statements - (with a dropdown arrow), Correction Requests, Activity History (highlighted with a red arrow), EForms Center +, and Account Settings +. The main content area has a blue header 'Get Tax Statements' and a section '1. Select Tax Statements' with a 'Show All Years' link. Below this is a table with columns: Select, Tax Form, Employer Name, Download, Fax, and Mail. The table lists three tax forms: 2017 1095-C, 2017 1099-R, and 2017 T-4, all for 'TEST COMPANY'. Each row has a checkbox in the 'Select' column and a 'Download (PDF)' link in the 'Download' column. The 'Fax' and 'Mail' columns for all rows show 'No pricing configured'.

Select	Tax Form	Employer Name	Download	Fax	Mail
<input type="checkbox"/>	2017 1095-C View original address	Test Company	No pricing configured	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 1099-R View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 T-4 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured
<input type="checkbox"/>	2017 W-2 View original address	TEST COMPANY	DOWNLOAD (PDF) ELECTRONIC ORIGINAL Available Until 10/15/2018	No pricing configured	No pricing configured

You will be able to view **Previous Tax Form Orders**, which lists any reissue requests you have submitted, and **Previous Correction Requests**, which lists any correction requests you have submitted.

To view the details and status of your request, click on the blue **Order Number** or the **Correction Confirmation Number** and the **Correction Request Details** page will appear.

Pop-ups must be enabled in the browser to see the **Correction Request Details** page.



The screenshot displays the user interface of the CIC Plus system. On the left is a sidebar with a 'Welcome' section for Audrey Coleman, showing her last login and failed login attempts, along with a 'LOGOUT' button. Below this are navigation links: Home, Pay Statements, Year-End Tax Statements, Correction Requests, Activity History, EForms Center, and Account Settings. The main content area is divided into two sections. The top section, 'Previous Tax Form Orders', is highlighted with a red arrow and contains a table with columns for Order Number, Order Date, and Tax Forms. The bottom section, 'Previous Correction Requests', is also highlighted with a red arrow and contains a table with columns for Correction Confirmation Number, Date Requested, Form Name, Company Name, Status, and Details. An Adobe Reader icon is visible in the bottom left corner of the interface.

Order Number	Order Date	Tax Forms
24192569	7/5/2018 5:31:23 PM	2015 W-2 - TEST COMPANY
24192364	7/5/2018 3:52:47 PM	2017 T-4 - TEST COMPANY
24182970	6/28/2018 12:01:52 PM	2017 W-2 - TEST COMPANY 2017 W-2 PR - TEST COMPANY
20359783	10/13/2017 10:38:58 AM	2016 1095-C - Test Company

Correction Confirmation Number	Date Requested	Form Name	Company Name	Status	Details
131772	7/6/2018 2:45:40 PM	2015 W-2	TEST COMPANY	Pending	

Your request will have one of the following statuses:

Pending – needs to be reviewed by your employer.

Processed – the correction has been made and the new form will be mailed or available online, depending on your selected delivery method.

Denied – your employer has denied the correction. If your request has been denied, click on the blue **Correction Confirmation Number** to view the **Correction Request Details** page.

Previous Correction Requests				
Correction Confirmation Number	Date Requested	Form Name	Company Name	Status
114680	2/23/2016 11:16:26 AM	2015 1095-C	Selitestthree	Denied
114679	2/23/2016 11:16:02 AM	2015 1095-C	Selitestthree	Processed
114678	2/23/2016 11:15:30 AM	2015 1095-C	Selitestthree	Pending

Correction Request Details

Correction Request Details

Correction Confirmation Number: 114558
Date Correction Reported: 2/17/2016 12:55 PM

Contact Information

Phone Number: 847-123-4567
Email Address:

Form Details

Form: 2015 1095-C
Correction Type(s): Wages,
Correction Description: Covered individual's information is incorrect

Employer Response

Status: Denied
Comments: Please see your Human Resources department to get this information corrected.

Close

4. Revision History

Date	Description
10/22/2018	Initial version
1/19/2019	Adjust example paperlessemployee.com URL