

Human Resources

Equifax W-2 FAQ

**Q. I didn't receive a pop-up to elect for electronic delivery on the Equifax website. How do I sign-up for electronic delivery for my W-2?**

A. If you didn't receive a pop-up to elect for electronic delivery, you can do so by doing the following:

1. After logging into the Equifax portal, click the "Menu" button on the left side of the page, followed by "My Account."
2. On the "My Account" page, add any email addresses you would like to use for electronic delivery of your tax forms as well as a mailing address and a phone number.
3. Below these options, you will see a prompt for "Delivery Selections," which will show what your current delivery option is set to.
4. To change these to electronic delivery, click the check boxes for each form you would like to have delivered electronically, which will activate a button to allow you to elect for electronic delivery of the selected forms.
5. You will then need to confirm your email and mailing address before the changes can be saved.

**Q. I accidentally closed the pop-up to elect for electronic delivery. How do I sign up?**

A. You can sign up for electronic delivery by following the same directions listed in the answer in the case a pop-up doesn't appear in the Equifax portal to elect for electronic delivery.

**Q. I would like to have my forms mailed. Will my forms be mailed to the address I entered in Equifax?**

A. If you would like your tax forms mailed, they will be sent to the mailing address that is currently on file in LOUIE.

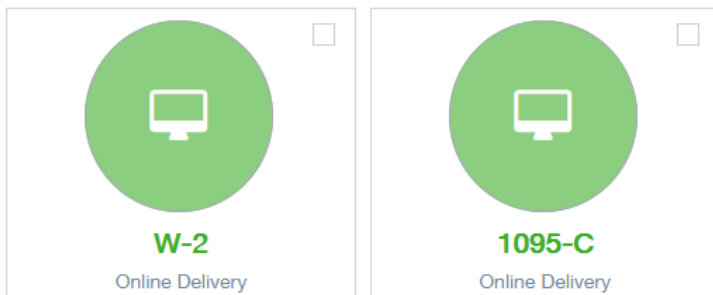
**Q. What do I do if the "Tax Forms Here" button in LOUIE is not taking me to the Equifax portal?**

A. The "Tax Forms Here" button will attempt to open the Equifax portal in a new window or tab. Make sure your pop-up blocker settings are disabled in LOUIE or temporarily allow the LOUIE website to open new windows/tabs. Alternatively, you can try a different browser, such as Google Chrome, Mozilla Firefox, or Microsoft Edge.

**Q. How can I tell if I successfully signed up for electronic delivery for my tax forms?**

A. In the Equifax portal, you can click "Menu," followed by "My Account." At the bottom of this page, you should see a section labeled "Delivery Options." If you have successfully signed up for electronic delivery, the icons for the W-2 and 1095-C will be green and labeled with "Online Delivery" as shown below:

DELIVERY SELECTIONS



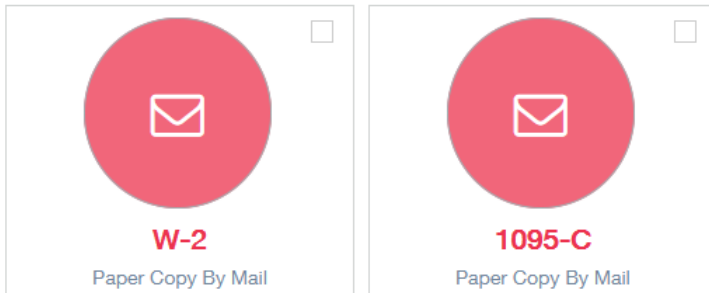
**Q. How can I tell if I'm signed up for paper delivery of my tax forms?**

By default, you will receive your W-2 and your 1095-C by mail. You can also confirm that you are receiving your tax forms by mail by logging into the Equifax portal from LOUIE, clicking "Menu," and then "My Account." At the bottom of

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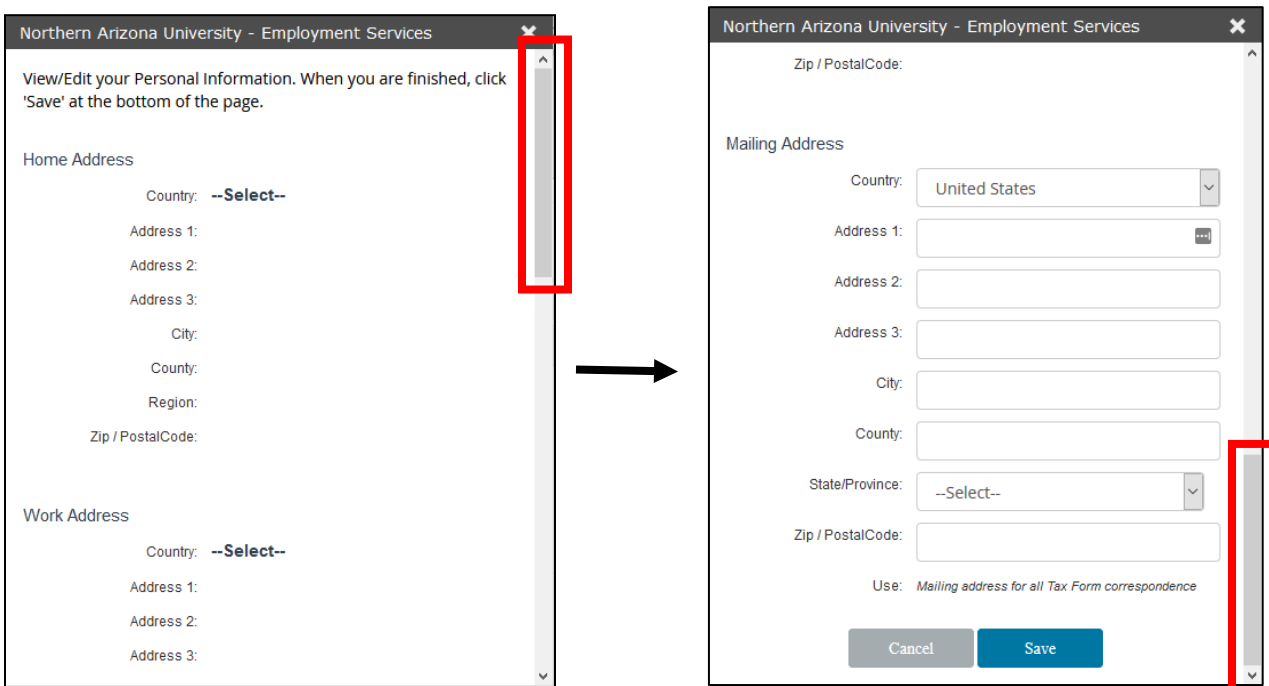
this page, you should see a section labeled “Delivery Options.” If you elected to have your tax forms delivered by mail, the icons for the W-2 and 1095-C will be red and labeled with “Paper Copy By Mail” as shown below:

### DELIVERY SELECTIONS



**Q. The Equifax portal is not allowing me to enter my address and I can't continue with the electronic sign-up process. How do I enter my mailing address in this case?**

A. The address section of your Equifax account will have sections for your Home Address, Work Address, Other Address, and Mailing Address. Currently, only entry into the Mailing Address fields is enabled. To find the Mailing Address fields, you will need to use the scroll bar in the address window to scroll down to the bottom of the window as shown here:



**Q. Will my previous W-2s be available on the Equifax website?**

A. Currently, NAU employees will be unable to download their prior year W-2s through Self-Service via the Equifax portal. If you need a copy of a W-2 from 2019 and prior, you can contact HR directly by calling (928) 523-2223 or by sending an email to [HR.PayrollServices@nau.edu](mailto:HR.PayrollServices@nau.edu) with your request and arrangements can be made to send these tax documents to you.