

Frequently Asked Questions

Q: When will I receive my Form W-2?

A: Form W-2s are required to be distributed by January 31. If January 31 falls on a weekend, the following Monday is the deadline. Please wait to contact the HR Shared Services team with inquiries about paper Form W-2s until mid-February. Remember that you can download an electronic copy of your Form W-2 any time.

Q: How can I obtain an electronic copy of my Form W-2?

A: You can download an electronic copy of your Form W-2 through [AATRIX](#). Step-by-step instructions were sent to the email that you have on file.

Q: Why doesn't my Form W-2 Wages and Compensation match the gross amount on my last paycheck of the year?

A: Not all earnings that you have been paid are taxable. Your total earnings are reduced by 401(k) contributions and certain elected benefit contributions to determine the amount that is taxable. Your Form W-2 *Box 1 Wages, Tips and Other Compensation* is your taxable income.

Q: Can I use my last paycheck of the year to file my personal income taxes?

A: Employees should use an employer-issued Form W-2 rather than a final paycheck to complete their tax return. This will ensure that any necessary adjustments have been made and the Form W-2 will show the final taxable earnings amount.

Q: Can I access Form W-2s from prior years?

A: Yes, documents from the past 2 years (2020 & 2021) can be downloaded through [AATRIX](#). Previous years must be downloaded through the Milestone Employee portal at [MILESTONE](#).

Q: Can I request an electronic copy of my Form W-2 be emailed to me?

A: No. A copy of your Form W-2 will be mailed to you or you may download an electronic copy yourself. Over the last few years, fraud has been on the rise. The Form W-2 contains personal identifiable information, such as your Social Security Number. We do not email sensitive documents that put our employee data at risk.

Q: How can I safeguard my information once I have downloaded it?

A: Remember that Form W-2 contains personally identifiable information and should be protected. It is not recommended you download the form on a shared or public computer or network. Once downloaded, log out of AATRIX, close your browser, clear your browser history, and be sure to store the document in a protected area. If you must email it for any reason, be sure to password protect the document before sending. Store all personal documents safely and securely.

Q: What do I do if I have trouble downloading my Form W-2 or if it is not appearing in the system?

A: If you have questions or experience issues with the W-2 download process, please contact HRSS@thgrp.com or call **800-303-0408**.