

# Viewing your Tax Documents in HR Direct

All employees are able to log in to HR Direct to view or print a copy of their W-2 or other tax documentation. If you are having trouble accessing this, please review the following information:

The HR Direct login link can be found on the Human Resources webpage:

<https://www.umass.edu/humres>

### Employment Status:

In order to log into HR Direct you must be an active employee **or** have been inactive for less than 90 days.

If you are a **prior employee that has been inactive for more than 90 days**: you will **not** be able to log into HR Direct. Please contact Human Resources at (413) 545-1396 to receive instructions about obtaining a copy of your W2.

### Quick Navigation:

#### I'm not able to log into HR Direct:

UMass NetID and Password

#### I'm able to log into HR Direct, but I'm not able to view my W2:

Duo Multifactor Authentication

#### I am able to log into HR Direct via Duo MFA, but I'm not able to open my W-2 PDF Form

Security Challenge

If the Year End PDF Form link is not working

### Contact Information & Questions:

Human Resources

UMass Information Technology

A&F Administrative Systems

## I'm not able to log into HR Direct:

### UMass NetID and Password

You will need to enter your UMass NetID and password. If you have trouble with your NetID and password, please try to log into SPIRE: <https://www.spire.umass.edu/>. If you are not able to log into SPIRE, please follow the "forgot your password?" steps listed on the page or contact UMass IT at 413-545-9400.

## I'm able to log into HR Direct, but I'm not able to view my W2:

### Duo Multifactor Authentication

In order to access your W2 you must enroll in Duo Multi-factor Authentication (MFA).

MFA (or two-step login) is a way to verify your identity and increase security over your computer accounts. Please go to UMass IT's website for information about how to enroll:

<https://www.umass.edu/it/support/authentication/duomultifactorauthenticationenrollmentanduse>

If you have any difficulty enrolling or have any questions; please contact UMass IT User Services at 413-545-9400 or email [it@umass.edu](mailto:it@umass.edu)

Once you enroll in Duo MFA, please close out of your internet browser and log back into HR Direct.\* You should now be able to view your W-2. (Note: Please allow a few minutes for your Duo enrollment to update before logging back into HR Direct.)

\*You may need to clear your Internet Browser cache if you are not prompted with Duo MFA after entering your NetID & Password. For help clearing your Internet Browser cache, please follow the steps listed in the "[Clearing Browser Cache](#)" guide here: <https://www.umass.edu/afsystems/browser>

## I am able to log into HR Direct via Duo MFA, but I'm not able to open my W-2 PDF Form

### Security Challenge

You must enter the last 4 digits of your SSN to complete the security challenge. Once you pass the challenge and click the green "ok" button, you will see a blue link to your "Year End PDF Form."

**Security Challenge**

SSN Last 4 Digits

To reduce your security risk, please enter the last 4 digits of your Social Security Number

Select Year End Form						
Tax Year	W-2 Reporting Company	Tax Form ID	Issue Date	Year End PDF Form	YE HTML Data View	UMass W2 Information
2018	UMS	W-2	01/15/2019	<a href="#">Year End PDF Form 2018</a>	Year End HTML Data 2018	UMass W2 Information 2018

### If the Year End PDF Form link is not working

This is likely an issue related to your Internet Browser's pop-up blocker. Please refer to instructions specifically from your Internet Browser to temporarily allow the document to open or allow pop-ups for the HR Direct website. A quick help guide can be found here:

<https://www.umassp.edu/helpdesk/browser-software-support/disable-popup-blockers>.

## Contact Information & Questions:

If you have further trouble or would like assistance with any of the information above, please contact A&F Administrative Systems at (413)545-2119 or [afsecurity@umass.edu](mailto:afsecurity@umass.edu). We will be able to help you or direct you to the appropriate contact.

### Human Resources

For questions about your HR information, HR policies, and HR Direct system features.

**Phone:** (413) 545-1396

**Email:** [askHR@umass.edu](mailto:askHR@umass.edu)

**Website:** <https://www.umass.edu/humres/>

### UMass Information Technology

For questions about your SPIRE NetID and Password, and Duo Multi-factor Authentication

**Phone:** (413) 545-9400

**Email:** [it@umass.edu](mailto:it@umass.edu)

**Website:** <https://www.umass.edu/it/>

### A&F Administrative Systems

For questions about the technical aspects of the HR Direct system.

**Phone:** (413) 545-2119

**Email:** [afsecurity@umass.edu](mailto:afsecurity@umass.edu)

**Website:** <https://www.umass.edu/afsystems/>