

# Pay Stubs & W-2 System

## FREQUENTLY ASKED QUESTIONS



### HOW DO I ACCESS THE PAY STUB AND W-2 SYSTEM?

You can access your online pay stub and W-2 information via one of the methods listed below:

- **Kindred Desktop** – Click the “Pay Stub & W-2s” icon from any Kindred desktop computer.
- **URL Direct Access** – Visit <https://ess.kindred.com/sf> from a web browser on your computer or mobile device (please note that the site is optimized for Internet Explorer 11 and Google Chrome browsers).
- **Company Website** – On [www.KindredHealthcare.com](http://www.KindredHealthcare.com), click the “Employees” link at the top of the page, then click the “Online Pay” link in the left hand navigation bar.
- **Knect** – On Knect, Kindred’s intranet, use the Pay Stub and W2s link located under Kindred Links and Global → Pay Stubs & W-2s.
- **Kindred for Me** – After signing into Kindred for Me at [www.KindredforMe.com](http://www.KindredforMe.com), click the “Online Pay Stubs & W-2s” link located in the QuickLinks section.

### WHO DO I CONTACT IF I NEED ASSISTANCE REGISTERING FOR OR SIGNING-IN TO THE ONLINE PAY STUB AND W-2 SITE?

Please contact Kindred IS Customer Support for assistance.

### IS MY PAY STUB ONLY AVAILABLE TO VIEW/PRINT IN ENGLISH?

At this time, your pay stub and W-2 tax forms are only available to view and print in English.

### CAN PAST PAY STUBS BE ACCESSED IN ADDITION TO THE CURRENT PAY STUB?

Yes, your pay stubs will be added each pay period and past stubs are available for viewing. Paystubs are available to view back to October 2016, providing you have been employed with the company since then.

### WHEN WILL I BE ABLE TO VIEW MY PAYSTUB?

Your pay stub is available to view 24 hours before your pay day.

### CAN I CHOOSE TO RECEIVE EMAIL OR TEXT NOTIFICATIONS WHEN MY PAY STUB IS AVAILABLE?

At this time, there is no option for receiving email or text notifications when your pay stub becomes available.

### CAN I ACCESS THE ONLINE PAY STUB AND W-2 SITE FROM MY MOBILE DEVICE?

You may launch your mobile internet browser to access the system by visiting <https://ess.kindred.com/sf>. Please disregard any notice to download the SAP SuccessFactors dedicated mobile app. This app is not supported at this time.

### WILL I HAVE ACCESS TO THE ONLINE PAY STUB AND W-2 SITE IF I AM NO LONGER EMPLOYED AT KINDRED?

No, access to the site will end when your employment with Kindred ends.

### CAN I UPDATE MY PERSONAL INFORMATION VIA THE ONLINE PAY STUB AND W-2 SITE?

At this time, the only item you can update online is your password. *Please note that changing your password will also change your company computer login password.* All other changes such as address, phone number, and direct deposit account information must be done by contacting your HR Assistant or calling HR Help at **877.999.7751**.

### IF I CHANGE FROM A DIRECT DEPOSIT TO A PAPER CHECK, WILL I STILL BE ABLE TO VIEW MY PAY STUBS VIA THE ONLINE PAY STUB AND W-2 SITE?

Yes, Kindred provides both direct deposit and payroll check information to the online pay stub and W-2 site.

### HOW DO I PRINT A PAY STUB?

Once you sign in to the online pay stub and W-2 site, click the “Paycheck Stubs” tile, then select the desired pay period from the left navigation window (your most recent paystub will appear by default). Next, click on the “Open as PDF” button in the lower right part of the screen. When the pay stub opens as a PDF, click on the “Print” icon in the browser to print. Be sure to close the browser window once printed.

### HOW DO I OBTAIN A COPY OF MY W-2?

Once you sign in to the online pay stub and W-2 site, click the “Online W-2” tile. Click once on the W-2 form you want to view, then click “Display.” Your selected W-2 will display below your listing of available forms. Click the appropriate buttons to save or print the document.

### WHAT SHOULD I DO IF I BELIEVE THE INFORMATION ON MY W-2 IS INCORRECT?

Please call the Kindred W-2 Hotline at **833-305-4006** and carefully follow the recorded instructions.

### CAN I DOWNLOAD MY W-2 INTO TAX SOFTWARE?

At this time, there is no option to automatically download your W-2 into a tax software program.

KINDRED IS CUSTOMER SUPPORT  
Human Resources Help  
Kindred W-2 Hotline

(833)571-4357  
(877)999-7751  
(833) 305-4006