

FAQ List

1. How do I access my pay stubs?

You are able to access your pay stubs via the Paychex Portal (https://myapps.paychex.com/landing_remote/html) or visit the Paychex Flex app on either the App Store or Google Play Store. Next, simply sign in and you will be able to view your information. If an account hasn't been created, you must click "Sign Up" and enter your information. Once this has been entered and confirmed, your account will automatically sync up with Freedom Now Home Care.

2. How do I access my W-2 tax information?

On your Paychex Portal, you will be able to access your current and past tax information. Log in on either the website or the app and look on your Tax Documents tab and it will list the documents you need. If it does not show up, click the 3 dots on the right corner of the box and it will show previous tax documents.

3. How do I enroll in to FNHC 401K program?

Visit your Paychex Portal either on the website or on the app and click on "Get Started" on the Retirement Plan section.

4. If I need to update bank information, who should I contact?

You will be able to contact the Office Staff and any one of us will be able to change it for you. We will require documentation of Routing and Account number on an official bank document to verify accuracy of the banking information.

5. What can I access on my Paychex Payroll Portal?

Freedom Now Home Care employees are able to access previous and current pay stubs and tax information. Employees are also able to update their phone contact information, email address password, pin, and security question.

6. What happens if I forgot my password, pin, or security questions?

The Office Staff will be able to send you an email to reset all of the above listed information. Please contact us and we will send out an email with instructions to reset your information.

7. How should I go about getting a verification for employment or other services?

If you need a verification of employment, please contact the Office Staff and please allow up to 48 hours, or 2 days, for completion for the requested document. Also, please inform us of all information that is needed for the documentation.

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