
Verizon Global Payroll

How to login to the Work History website

Objective: This job aid will review how to login and troubleshoot logging in to the Work History website.

What is the Work History Site?

The Work History Site provides former US-based employees and employees on long-term leave (not active status) with self-service options.

Self-service options available through the Work History Site

- View Historical Paychecks
- W2 - Electronic Consent form (opt-in or out to view current forms online)
- W2 - View Current and previous 3years of W-2 and tax statements

For statements greater than 3 years, please email GlobalPayroll@VerizonWireless.com.

How to login:

1. The website can be directly accessed at <https://Workhistory.verizon.com>. Once there, you will be prompted to enter your login credentials.

Verizon Portal

Enter User Info

To enhance security and protect your information, you must provide requested information. Please enter your credentials per instructions.

Windows User ID

Last Name

Password

[Continue to Next Step](#)

[Change / Reset Password or Update Profile](#)
[Find ID](#)

- The Windows User ID is the same as the Employee Single Sign-On (ESSO) User ID (primary Windows/desktop User ID, i.e. vzyd or USWin).
 - If you do not have ESSO user ID, you can click on **Find ID**
 - **Note:** The User ID is case sensitive. You must enter the User ID in lowercase letters only.
- The last name must match the last name on record with Verizon (i.e., if a hyphenated last name was used, you should enter it as such)
- The user default password will be set to your user ID and **year** of birth (i.e. User ID = smithjo with the date of birth 01/02/1975 will have default password = smithjo1975)

2. You must change the default password, set up security questions, and provide a personal email address during the initial login. (**Note:** your personal email address cannot have an @verizon.com extension.)

Verizon Portal

Set up your Profile and Password

Security Questions

Choose security questions that you can answer meaningfully for each of the three dropdown boxes. Per our policy, you must make selections and provide answers for all three questions. You may not use the same answer for multiple questions.

Note: These questions and answers establish your identity and may be used to authenticate you in conjunction with the Single Sign On (SSO) login process.

Questions	Answers
Select Question	Answer
Questions	Answers
Select Question	Answer
Questions	Answers
Select Question	Answer
Personal Email Address	Retype Personal Email Address
Set Your Internet Password	Retype Your Password

Save Profile & Login

3. Once you select “Save Profile and Login” on the profile and password set up page, a system-generated email with a validation link will be sent to your personal email box to complete setup.
 - In the email sent to your personal email address, there will be a hyperlink that you must double click to be brought back to the website to finish the login set-up.
 - You will now log in using the new password established during the setup process.

Troubleshooting:

Employees with access to the Severance Portal

- Access to the Severance Portal is granted to all employees before they leave the company. The access to this portal is the same access directions as the Work History site. Whichever site you access first (i.e. Severance Portal or Work History) will create your login for both portals.

Reset Password

- If you have activated your profile and previously logged in, but you need to reset your password, please reset your Profile by using the security questions.

The image shows a sequence of three screenshots from the Verizon Portal. The first screenshot shows a login attempt that has failed, with a message: "Your login attempt has failed. Please enter correct User ID / Password." Below this is a form titled "Enter User Info" with fields for "Windows User ID", "Last Name", and "Password". A red "Continue to Next Step" button is at the bottom. A blue arrow points to a link: "Change / Reset Password or Update Profile" with "Find ID" below it. The second screenshot shows the "Verizon Portal" header and the "Enter User Info" form. A blue arrow points from the "Change / Reset Password or Update Profile" link to this form. The third screenshot shows the "Verizon Portal" header and a form titled "Change / Reset Password". It asks for security questions: "1. Where did you and your spouse first meet?" and "2. What is the name of a memorable place?". A red "Continue to Next Step" button is at the bottom.

- If you do not remember the responses to the security questions, you will need to submit the security questions incorrectly 5+ times. Then, you can "Reset Profile". Once your profile is reset, the default password is sent to your email.

For additional support, please contact Global Payroll at GlobalPayroll@VerizonWireless.com.