



257 South Middletown Road, Nanuet, NY 10954 • (845)624-0400 • www.rjstaffing.com

Online Employee Portal Troubleshooting

RJ-Staffing offers an online employee portal at <https://rjstaffingportal.coatsweb.com/> where employees can securely view their paystubs and W-2's. Below we're sharing some helpful troubleshooting tips:

1. When your first payroll is run, you will receive an email to the email address you provided at onboarding with your login credentials. The subject of this email is, "RJ Staffing -- Employee Portal Login Information." Please check junk/spam folders for this email.
2. You will have the opportunity to change your password to something easier for you to remember.
3. Please record your login credentials in a safe/memorable place so that you may return to the portal at a later date, particularly at year-end when W-2's are available.
4. If you forget your login credentials, do not use the "Forgot Password" option on the portal. Email taylor@rjstaffing.com to unlock/reset your account.
5. When logging in, you must check, "I agree to the Terms & Conditions, Privacy Policy, and Electronic Communication" in order to login successfully.
6. When logged in, scroll down, check "Check to Agree to Electronic W2 Consent," and click "Update All Data."
7. Click "Payroll Information" from the top Menu to view your W-2's and paystubs.
8. If you're having trouble printing your paystub or W-2, click the Save icon at the top that says, "Export a report and show it in a new window," and print it from there.
9. For any additional questions/concerns regarding the portal, please email taylor@rjstaffing.com for assistance.