



Who Do I Contact?

HR Administration – humanresources@forwardair.com or (423) 636-7047

Available: M-Th 8A – 7P E; F 8A – 5P E

- Direct Deposit
- Leave of Absences
- Service Award Program
- MyFWRD Access
- W-4
- Verbal Employment Verification
- Personnel Records

Payroll Administration – payroll@forwardair.com or (423) 636-7160

Email paysupport@forwardair.com for **Kronos Password Reset**

- Pay Slips
- Unemployment
- Written Income Verification
- Garnishments
- W2's
- Kronos Access
- Employee Stock Purchase Program
- Child Support
- 401K
- Federal/State/Local Tax Assessment



View Pay Slips, Employment Information and update **Personal Information** on MyFWRD at www.myfwr.com

- **Username:** Employee Number
- **Password:** Contact HR Administration if assistance is needed



Forward Benefits Center

- <http://www.forwardbenefitscenter.com> or call 888-850-1716

Cigna (Medical Insurance): (800) 244-6224 www.cigna.com or www.mycigna.com, Group# 3317056

TELADOC: (800) 835-2362, www.teladoc.com

UHC Vision: (800) 638-3120, www.myuhcvision.com, Group# 754152

Delta Dental: (800) 223-3104, www.deltadentaltn.com, Group# 1809

Life & Disability Insurance: (877) 377-6773, www.symetra.com, Group# 01-020502-00

Empower Retirement (401K): (844) 465-4455, www.empowermyretirement.com

Employee Assistance Program: (888) 327-9573, www.guidanceresources.com, Web ID: SYMETRA

Computershare (Employee Stock Purchase Program): 866-205-0178

IT Support: (833) 727-0119 or <https://helpdesk.forwardair.com>

Technical and Compliance Training

- Have an online **Bridge Training Requirement?** <https://forwardair.bridgeapp.com>
- Contact Training@forwardair.com
 - User ID: Initials + Employee Number (i.e., AB123456)
 - Password: Employee Number

Performance Enablement Hub

- **LinkedIn Learning:** Engagement@forwardair.com