What Is The Work Number Database?

The Work Number® database is a simple, secure and discreet way to help get proof of your employment and income information to companies when needed. It's always on and available 24/7 so that you can get the approvals you need when you need them.

Without The Work Number service, a lender, property manager or pre-employment screener could call your employer and ask to check on your employment or income. You have no control over when they call. Also, many verifications happen after business hours or on weekends.

Who can ask for a verification?
Not just anyone can ask for your personal information. They have to be credentialed. The Work Number service accepts requests only from credentialed verifiers, meaning they have to go through a credentialing process to prove they have a "permissible purpose" (i.e., a legally established legitimate business reason) in order to make a request.

In addition, you have to give permission for a verifier to get your income information from The Work Number database. This is called Consumer Consent, and it's usually part of an application you complete, for a job, for a lease, or for credit.

How do I know my information is correct?
The Work Number database complies with the Fair Credit Reporting Act (FCRA), which requires that employees be able to see everyone who has requested their information and that you can check your data and dispute anything that may be wrong. You can access your Employment Data Report by visiting www.theworknumber.com, click on "Solutions" then "Employment Data Report" to learn more.

How do you help protect my data?
The Work Number service uses stringent security standards to help protect its data. These protocols include advanced data encryption, physical security controls in the data centers, and user identity verification through multiple steps (often referred to as multi-factor authentication). There are also controls in place, by law (the Fair Credit Reporting Act), to help protect your privacy.

Who needs to verify your employment and/or income? Typically, among other things, verifications are needed whenever someone:
- applies for a loan or public aid
- leases an apartment
- applies for a job
- updates their immigration status
- applies for a new credit card

What is the Employer Code?
This code identifies our organization with The Work Number. It can be searched by typing in our company name or you can use the employer code 26785 to access The Work Number.

Guide to The Work Number

Here's an overview of some of the actions and resources available to you on theworknumber.com:

The Work Number® from Equifax is private and quickly provides automated income and employment verifications to help keep your life moving! No more searching for paystubs!

If someone needs proof of my employment – what do I do?

If the banker, the property manager, the car dealer or caseworker asks you how much money you make or to prove where you work, just tell them to go to www.theworknumber.com.

Why? Because your employer has picked The Work Number to provide this information so you can get the decisions you need 24 hours a day, 7 days a week.

If someone needs help? (including mortgage lenders, property leasing, financial institutions, a government agency, etc.)

- www.theworknumber.com
- 800-367-5690 M-F 8:00 am to 8:00 pm (ET)
- member@equifax.com

What can theworknumber.com do for me?

Get Access to your Employment Data Report (EDR):
Your Employment Data Report (EDR) provides your current and historical employment and income information on The Work Number database, as well as a list of all verifiers who have requested your information in the previous two years. Because The Work Number database complies with the Fair Credit Reporting Act, the EDR is available to you for free.
- www.theworknumber.com and click on "Solutions" then "Employment Data Report" to learn more
- 866-604-6570 EDR Request Line

See something that doesn't look right? Ask for Data Dispute Assistance:
If you notice something inaccurate on your Employment Data Report (EDR) call The Work Number Employee Service Center for assistance:
- 866-222-5880 M-F 8:00 am - 8:00 pm (ET)
- TTY- hearing impaired: 800-424-0253

The Employer Code is 26785

Want to freeze your information available to Verifiers? Ask for a Data Freeze:
If you would like to put a freeze on your employment information available to Verifiers, call The Work Number Employee Service Center for assistance:
- 866-222-5880 M-F 8:00 am - 8:00 pm (ET)
- TTY- hearing impaired: 800-424-0253

The Employer Code is 26785

How do I login to The Work Number?

Start by going to www.theworknumber.com
Select "Log In" and follow the simple prompts
Enter the Employer code 26785
If this is your first time – pick "Register Now"
If a returning user – enter your username and password you set up.
The screens prompts will walk you through all the steps to help verify your identity and keep your account private while offering helpful messages if you have problems.

We're Here to Help!

Have questions? Or need to talk to someone? For assistance contact The Work Number Employee Service Center at:

- 800-367-2884 M-F 8:00 am - 9:00 pm (ET)
- TTY- hearing impaired: 800-424-0253

Get a Salary Key:

A Salary Key is a single-use, six-digit code that you can provide to a verifier as consent to access your income information. Just so you know, your consent is provided at point-of-application (for example, when you sign a loan application), and a Salary Key is not normally needed – actually less than 1% of the time in most cases. But if a verifier asks you to provide one, The Work Number makes it easy to get one.

- www.theworknumber.com and login to learn more, the Employer Code is 26785

The new Salary Key can be printed or emailed with instructions for the verifier on how to use it through The Work Number.

Note – At any point, select the "Salary Key Activity" link to view the status (used, unused, expired) of keys created.

Obtaining an Immigration Verification (NOTE to Employers: OPTIONAL Instructions If Contracted for service)

The Work Number service offers a fast, private way to help provide proof of employment or income to certain governmental agencies including the U.S. Department of Homeland Security, U.S. Citizen and Immigration Services, and some foreign governmental agencies or embassies. (Note that this verification pertains to employment and income only, and not to other information that may be needed during the processing of your request or application.) Visit: www.theworknumber.com, login and click on the "Immigration" tab

Employer Support – The Work Number Solutions Support

While your Work Number Account Manager is your primary contact for Employment Verifications, The Work Number Solutions Support team is available to provide immediate attention to all service-related requests for The Work Number. Members of the Solution Support team will respond to service-related technical requests and, if needed, will escalate and follow-up internally until your question is answered or the issue is resolved.

The Work Number Solutions Support
Phone: 877-664-8778
Email: workforcesolutionssupport@equifax.com

Monday – Friday
EST: 8:00 AM - 8:00 PM
Saturday
EST: 9:30 AM - 6:00 PM

Closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.