FREQUENTLY ASKED QUESTIONS

General Information

What is The Work Number?	The Work Number is the leading provider of employment and income verifications. It is used by lenders, property managers, pre-employment screeners, social service agencies, and others who need to verify someone's employment status and sometimes, his or her income as well. Typically, verifications are required when a person applies for a loan or public aid, leases an apartment, updates their immigration status, or applies for a job.
How do I use The Work Number?	When an employer decides to use The Work Number, a secure account is created for each employee. All of the features that your employer (or former employer) has decided to offer are already set up. You just need to login by entering your employer's name, or code if you know it, in addition to your User ID and PIN/Password.
What information does a lender or other verifier get from The Work Number?	The Work Number provides different "types" of verifications for different purposes. For example, if you are looking for a job, your future employer might want to check your past employment while a mortgage lender will typically need to verify your income before giving you a loan. If you apply for public aid from a social service agency, they too will need an enhanced verification. The Work Number can meet each of these needs.
Can just anyone get my income information from The Work Number?	No. You have to give someone authorization to get your income information from the service. There are numerous ways in which you can give someone authorization to access your income information. A few examples - by signing a borrower's authorization form when applying for a loan or by creating a salary key on our service, a one-time electronic signature.

Will I have to enroll every time I log in?	No. You will only have to enroll once. However, upon future logins, we may use some of the data you provided to us during enrollment to verify your identity.
How do I get a Username or other User ID in order to enroll or log in?	You will continue to use the same Username/User ID you previously used. If you don't know your Username/User ID, your employer can provide it or contact our Client Service Center at **1-800-367-2884**.

Employment Data Report

What is an Enrollment Data Report?	An Employment Data Report is available to you and is a copy of the information potentially given to those requesting employment information on you from The Work Number. In addition, we give you a list of each time a verifier has attempted to access some or all of your data using The Work Number.
How do I request an Enrollment Data Report?	An employment data report can be obtained through logging in to the Employee section of The Work Number or by calling **866-604-6570**.

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