Employment & Salary Verification FAQs

1. How do I use The Work Number®?

Simply log on to www.theworknumber.com, enter your user ID (your employee number) and PIN (your birth month and day and the last four digits of your Social Security number in 'mmddssss' format. The system will then walk you through the process.

2. How Do I get my user ID and PIN?

Your user ID is your employee number, and your PIN is your birth month and day plus the last four digits of your Social Security number. For example, if your birthday is October 30, 1977 and the last four digits of your Social Security number are 1234, your initial PIN would be 10301234. When you log on to the system for the first time, you'll be prompted to create a new PIN.

3. What is my Company Code?

The Company Code for all team members is 10101.

4. What if I forgot my PIN?

You can contact The Work Number® Help Desk at 1-800-996-7566 from 7 a.m. to 8 p.m. CT.

5. I cannot log into The Work Number® website. How can I get help?

You can contact The Work Number® Help Desk at 1-800-996-7566 from 7 a.m. to 8 p.m. CT.

6. What if the verifier only needs employment history?

For employment verification only, there's nothing you need to do. The company conducting the verification can go directly to www.theworknumber.com to access only your basic employment information, excluding salary details.

7. What if the verifier needs salary information?

Simply log on to www.theworknumber.com, enter your employee number and PIN, and the system will walk you through the process to generate a one-time use Salary Key code to provide to the verifier. This allows the verifier to access your salary information.

8. Does each verifier need to be authorized to receive salary information?

Yes, each verifier needs to be authorized to receive salary information with a Salary Key code you provide.

9. How do I know what information the verifier will receive?

You can request an Employment Data Report. The Employment Data Report includes your employment and income information, which we have provided to The Work Number®, as well as information about verifiers who have requested and received your information.

10. Is my information secure?

Your information is secured utilizing the latest encryption methodology, and only authorized verifiers can access the system.

11. Am I required to pay The Work Number® for the verification?

While there is no cost to you for this service, the verifier may assess a fee as part of their verification process. So, be sure to check with the person or company verifying your information.